DOCUMENT RESUME

ED 299 376 CE 049 396

TITLE Consumer's Resource Handbook.
INSTITUTION Office of Consumer Affairs, Washington, D.C.
PUB DATE 88
NOTE 100p.
PUB TYPE Guides - Non-Classroom Use (055)

EDRS PRICE MF01/PC04 Plus Postage.
DESCRIPTORS Adults; *Consumer Education; *Consumer Protection; Merchandise Information; *Money Management; *Organizations (Groups); *Resources
IDENTIFIERS *Consumer Complaints

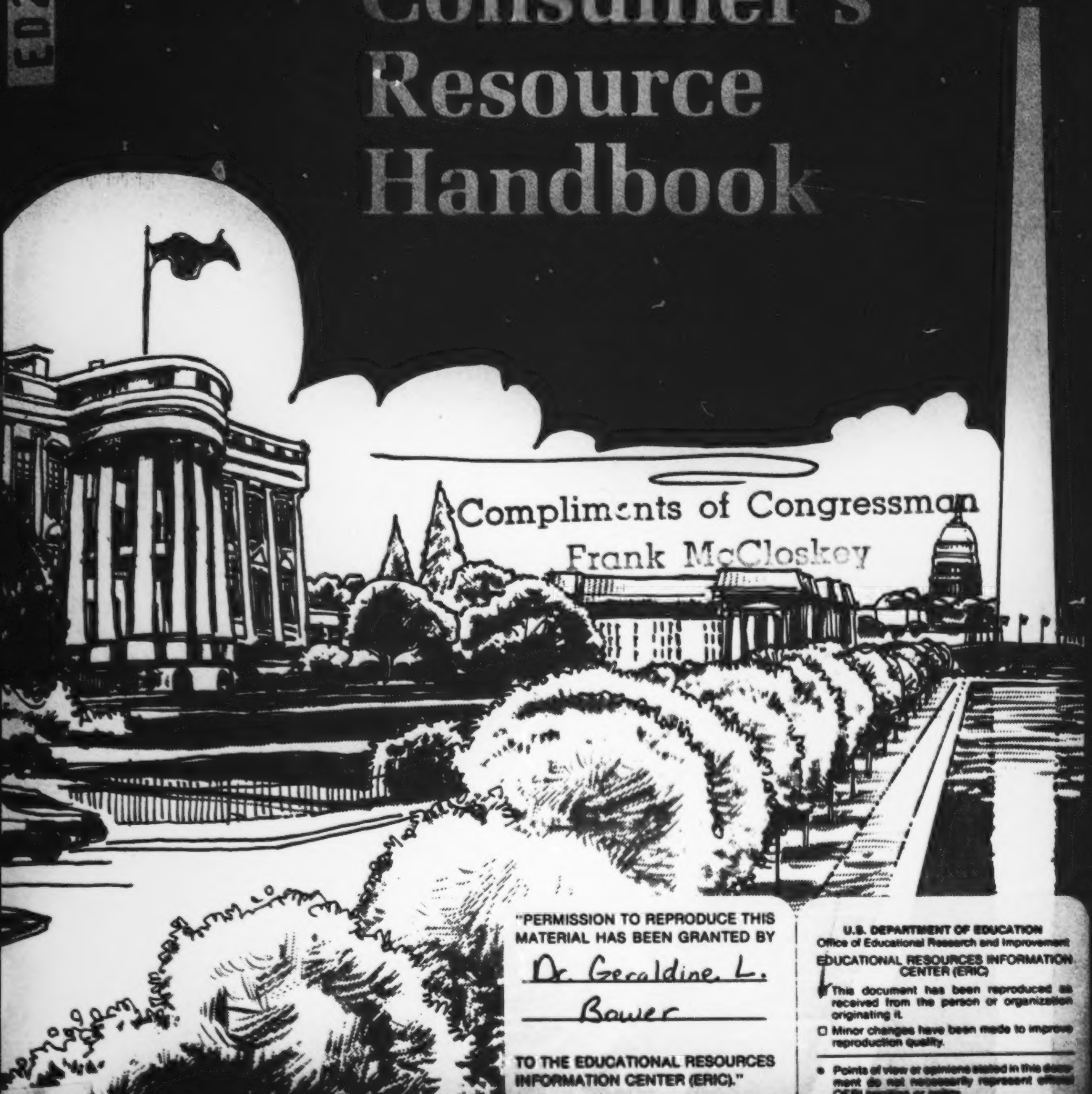
ABSTRACT

This handbook is intended to help consumers exercise their rights in the marketplace in three ways. It shows how to communicate more effectively with manufacturers, retailers, and service providers; it is a self-help manual for resolving individual consumer complaints; and it lists helpful sources of assistance. The handbook has two sections. Part I, How To Be a Smart Consumer, features tips on avoiding purchasing problems and getting the most for one's money. It gives steps for handling one's own complaint and writing an effective complaint letter. Part II, the Consumer Assistance Directory, lists consumer offices in both the public and private sectors that provide assistance for consumer complaints. An index in the back of the handbook lists, by subject, the appropriate contact. Consumer tips and remainders on resolving complaints appear throughout the handbook. These tips are also in the index by subject. The handbook is a handy reference tool for consumers; additional users include educators (as a source of information and ideas for developing and teaching innovative consumer education courses) and consumer leaders in business and government (as a resource for locating others who share consumer program objectives and who can help resolve consumer complaints). (YLB)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED299376

Consumer's Resource Handbook



Compliments of Congressman
Frank McCloskey

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY
Dr. Geraldine L. Bower
TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)
☑ This document has been reproduced as received from the person or organization originating it.
☐ Minor changes have been made to improve reproduction quality.
- Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

CONSUMERS
EDUCATORS
GOVERNMENT
BUSINESS

CE049396

"Two hundred years ago, a group of patriots conceived the Constitution and thereby created the political, economic, and social framework of our Nation. As a result, many precious freedoms have been guaranteed to American citizens . . . These principles of freedom and fairness are the basis for consumer rights in the marketplace: the right to choose among products, services and suppliers; the right to adequate information about what we buy; the right to expect that products offered for sale will conform to reasonable safety standards; the right to be heard; and the right to consumer education. . . . [T]he exercise of these rights helps maintain the vigor of our economic system—creating positive pressure for better products, services, and warranties . . ."

Excerpts from President Reagan's Proclamation of National Consumers Week, April 19-25, 1987.

Consumer's Resource Handbook

Published by the United States Office of Consumer Affairs

Virginia H. Knauer
Special Adviser to the President for Consumer Affairs, and
Director, United States Office of Consumer Affairs

Robert F. Steeves
Deputy Director

Lynn Pisano
Managing Editor

Michelle Muth
Associate Editor

Frank R. Marvin
Production Manager

Special thanks to the U.S. Office of Consumer Affairs

Anna Gene Barnes
Beth Borders
Geraldine Bower
Charles Cavagnaro
Daisy Cherry
William J. Corbett, Jr.
Edna Cosby
Liz Doherty
Patricia Faley

Nellie Fegans
Millie Gerstner
Barbara Hill
Kevin Ireland
Bonnie Jansen
Fred Johnson
Howard Seltzer
Gina Ley Steiner
Juanita Yates

Dorothy Godlewski
(deceased)

Government Printing Office

Nicholas Freda
Kenneth Kidd
Sidney K. Nichols
Glenn L. Rottmann

Federal Trade Commission

Bureau of Consumer
Protection Staff

Department of the Treasury

Stuart Gates
William White

Consumer Information Center

Tim Burr

Department of Health and Human Services
Office of Management Analysis and Systems

Joseph Fan
Harry E. Rogoff

Council of Better Business Bureaus

Dave Johnson
Dianne Skeltis Ward
Susan Wycoff

1988 Edition

Additional single copies of the Consumer's Resource Handbook are available free by writing the Consumer Information Center, Pueblo, Colorado 81009.

THE WHITE HOUSE
WASHINGTON

Dear Consumer:

This is the 4th edition of one of the most popular and widely-acclaimed publications ever produced by the Federal government. Every day, consumers, consumer agencies, businesses, volunteer groups, the media, and many others open these pages to find who to contact for assistance concerning available products and services in the marketplace.

First published by the Office of Special Adviser to the President for Consumer Affairs in 1981, the **Consumer's Resource Handbook** is designed to improve the way businesses, governments and other groups respond to consumer inquiries and complaints. Its goal is to cut down on the cost and frustration both consumers and consumer affairs professionals can encounter in a complex, global, and sometimes imperfect marketplace.

Updated every two years, the **Consumer's Resource Handbook** is funded and supported by a broad range of Administration cabinet officers and agency heads.

A RESOURCE FOR CONSUMERS

Consumers will find the **Handbook** a useful tool to exercise their rights in the marketplace in three ways: 1) It shows how to communicate more effectively with manufacturers, retailers, and service providers; 2) It's a self-help manual for resolving individual consumer complaints; and 3) It lists helpful sources of assistance.

The **Handbook** has two sections. Part I, *How to be a Smart Consumer,* features tips on avoiding purchasing problems and getting the most for your money. It gives steps for handling your own complaint and writing an effective complaint letter. Part II, the *Consumer Assistance Directory,* lists consumer offices in both public and private sectors that provide assistance for consumer complaints. If you're not sure which office to contact, check the index in the back of the **Handbook,** by subject, for the appropriate contact.

Let me also introduce our friendly assistant, Eubie Smart. Eubie helps identify sources of consumer information, education, service and assistance. Eubie appears throughout the **Handbook,** providing consumer tips and reminders on resolving complaints. These tips are also in the index by subject.

OTHER HANDBOOK USERS

As you can see, individual consumers will find the **Handbook** a handy reference tool. Educators, too, may wish to use it as a source of information and ideas for developing and teaching innovative consumer education courses. Consumer leaders in business and government will find it an invaluable resource for locating others who share consumer program objectives and who can help resolve consumer complaints. We hope that everyone who uses this **Handbook** is encouraged and helped by the response they receive to their inquiries or complaints.

Sincerely,

Virginia Knauer

Virginia H. Knauer
Special Adviser to the President for Consumer Affairs, and
Director, United States Office of Consumer Affairs

Table of Contents

Message from President Reagan

Letter from Virginia H. Knauer, Special Adviser to the President for Consumer Affairs, and Director, U.S. Office of Consumer Affairs ii

Part I. How to be a Smart Consumer

How to Get the Most for Your Money and Avoid Purchasing Problems 1
How to Handle Your Own Complaint 2
Writing a Complaint Letter 2
Sample Complaint Letter 3
Major Sources of Help 4

Part II. Consumer Assistance Directory

Corporate Consumer Contacts 7
Automobile Manufacturers 31
Better Business Bureaus 39
Trade Associations and Third-Party Dispute Resolution Programs 42
State, County, and City Government Consumer Protection Offices 45
State Agencies on Aging 59
State Banking Authorities 61
State Insurance Regulators 63
State Utility Commissions 65
State Vocational and Rehabilitation Agencies 67
State Weights and Measures Offices 71
Military Commissary and Exchange Contacts 73
Federal Information Centers 75
Selected Federal Agencies 76
Federal TDD Directory 81

Index 83

Acknowledgments 93

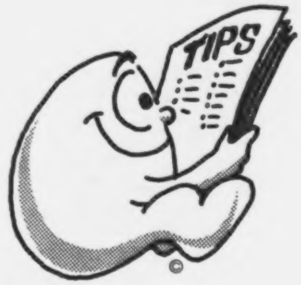
Part I
How to be a Smart Consumer

How to Get the Most for Your Money and Avoid Purchasing Problems

Before making a purchase:

- Analyze what you need and what product or service features are important to you.
- Compare brands. Ask for word-of-mouth recommendations and look for formal product comparison reports. Check your local library for magazines and other publications that contain product comparisons.
- Compare stores. Look for a store with a good reputation and plan ahead to take advantage of sales. Check with your local Better Business Bureau (BBB) to find out if the company is reputable.
- Check for any extra charges, such as delivery fees, installation, and service costs.
- Read warranties to understand what you must do and what the manufacturer must do if you have a problem.
- Read contract terms carefully. Make sure all blank spaces are filled in before you sign it.
- Ask the sales person to explain the store's return or exchange policy.
- Don't assume an item is a bargain just because it is advertised as one.

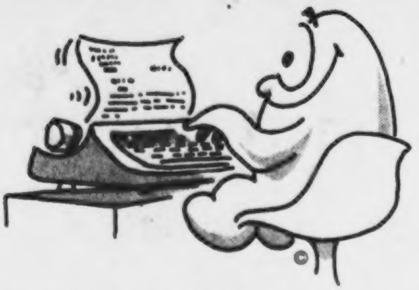
CONTRACT
WARRANTY
EXCHANGE POLICY



After your purchase:

- Read and follow the instructions on how to use the product.
- Use the product only as recommended by the manufacturer.
- Read and understand the warranty. Keep in mind that you may have additional warranty rights in your state. Check with your state or local consumer office for more information. A listing of these offices begins on page 45.
- Keep all sales receipts, warranties, and instructions.
- If trouble develops, report the problem as soon as possible. Trying to fix the product yourself may cancel the warranty.
- Keep a file of your efforts to resolve the problem. It should include the names of the individuals you speak with and the date, time, and outcome of the conversation.
- Use the complaint procedures and Consumer Assistance Directory in this Handbook to find out how and where to get your problem resolved.

Eubie Smart is a copyright of The Advertising Council, Inc.



How to Handle Your Own Complaint

As a consumer you have the right to expect quality products and services at fair prices. If something goes wrong, however, there are things you can do to solve the problem. Here are some suggestions for handling your own complaint:

Identify the problem:

Before you complain to a company, be sure to identify the problem, what (if anything) you have already done to resolve it, and decide what you think is a fair settlement. Do you want your money back? Would you like the product repaired? Do you want the product exchanged?

Gather records:

Start a file about your complaint. Include copies of sales receipts, repair orders, warranties, cancelled checks, and contracts which will back up your complaint and help the company solve your problem.

Go back to where you made the purchase:

Contact the person who sold you the item or performed the service. Calmly and accurately explain the problem and what action you would like taken. If that person is not helpful, ask for the supervisor or manager and restate your case. A large percentage of consumer problems are resolved at this level. Chances are, yours will be too.

Allow each person you contact time to resolve your problem before contacting another source for assistance.

Keep a record of your efforts and include notes about whom you spoke with and what was done about the problem. Save copies of any letters you send to the company as well as letters sent to you.

Don't give up:

If you are not satisfied with the response, don't give up. If the company operates nationally or the product is a national brand, call or write a letter to the person responsible for consumer complaints at the company's headquarters. Many companies have toll-free telephone numbers, often printed on the product. Before phoning a company long distance, it might be worthwhile to see if the firm has an "800" number you can dial toll-free. To determine this, call AT&T's "800" directory assistance at 1 (800) 555-1212. If you're writing a letter, send your letter to the consumer office or to the president of the company.

Writing a Complaint Letter

Where to write:

If talking with the sales person or company representative does not resolve the problem, you will need to write a letter to the company to resolve your complaint. For a list of many corporate consumer contacts and their addresses, see page 7.

If there is no listing for the company, go to the reference section of your local library. The following are excellent sources for locating useful company and brand name information:

- *Standard & Poor's Register of Corporations, Directors and Executives*
- *Standard Directory of Advertisers*
- *Thomas Register of American Manufacturers*
- *Trade Names Directory*

What to write:

- The letter should include your name, address, home and work telephone numbers, and account number, if appropriate.
- Make your letter brief and to the point. Specify all the important facts about your purchase, including the date and place you made the purchase and any information you can give about the product—such as the serial or model number. If you are writing to complain about a service you received, describe the service and who performed it.
- State exactly what you want done about the problem and how long you are willing to wait to resolve it. Be reasonable.
- Include copies of all documents regarding your problem. Be sure to send COPIES, not originals.
- Don't write an angry, sarcastic, or threatening letter. The person reading your letter probably was not responsible for your problem, but may be very helpful in resolving it.
- Type your letter if possible. If it is handwritten, make sure it is neat and easy to read.
- Keep a copy of all correspondence to and from the company.
- The sample letter on the next page is a guide to help you write a complaint letter. Remember, if you write a letter to a Better Business Bureau, government agency, trade association, or other source of assistance, give additional information about what you have done so far to get your complaint resolved.

Sample Complaint Letter

(Your Address)
(Your City, State, ZIP Code)
(Date)

(Name of Contact Person)
(Title)
(Company Name)
(Street Address)
(City, State, ZIP Code)

Dear (Contact Person):

- describe your purchase
- name of product, serial numbers,
- include date and location of purchase

Last week I purchased (or had repaired) a (name of the product with serial or model number or service performed). I made this purchase at (location, date, and other important details of the transaction).

Unfortunately, your product (or service) has not performed satisfactorily (or the service was inadequate) because (state the problem).

- state the problem
- give the history

- ask for specific action
- enclose copies of documents

Therefore, to solve the problem, I would appreciate your (state the specific action you want). Enclosed are copies (copies—NOT originals) of my records (receipts, guarantees, warranties, canceled checks, contracts, model and serial numbers, and any other documents).

I am looking forward to your reply and resolution of my problem, and will wait (set time limit) before seeking third-party assistance. Contact me at the above address or by phone at (home and office numbers—with area codes).

- allow time for action or response
- include how you can be reached

Sincerely,

(Your name)
(Your account number, if appropriate)

Keep copies of your letter and all related documents and information

Major Sources of Help

This section describes many sources available to you in resolving consumer complaints.

Corporate Consumer Contacts

Many companies have established consumer affairs or customer relations departments to answer questions or to help resolve consumer complaints. If you cannot resolve a complaint at the point of purchase, then contact company headquarters.

The addresses and telephone numbers of more than 700 companies are listed in the Corporate Consumer Contacts section of this Handbook, beginning on page 7. Many entries include toll-free "800" telephone numbers, and some companies have Telecommunications Devices for the Deaf (TDD) numbers for the hearing impaired. If you write to the company, use the sample letter on page 3 as a guide for your correspondence.

Automobile Manufacturers

Most foreign and domestic automobile manufacturers have regional offices which handle consumer complaints that are not resolved with a dealer. The list of Automobile Manufacturers begins on page 31.

Better Business Bureaus

Currently, there are some 170 Better Business Bureaus (BBBs) in the United States. These bureaus are non-profit organizations, sponsored by private, local businesses, and they offer a variety of services. These services include: general information on products or services, reliability reports, background information on local businesses and organizations, and records of a company's complaint handling performance.

Each BBB has its own policy about reporting information. It may or may not tell you the nature of the complaint against a business, but all will tell you if a complaint has been registered. Many of the BBBs accept written complaints and will contact a firm on your behalf. BBBs do not judge or rate individual products or brands, handle complaints concerning the prices of goods or services, or give legal advice. However, many bureaus do offer binding arbitration, a form of dispute resolution, to those who ask for it. The Council of Better Business Bureaus, which is sponsored by national businesses, also offers consumer education programs and reports on charitable organizations.

The address for the Council and a list of BBBs operating in the United States begins on page 39.

Trade Associations and Third-Party Dispute Resolution Programs

There are nearly 40,000 trade and professional associations in the United States which represent a variety of interests (including banks, insurance companies, clothing manufacturers) and professionals (such as accountants, lawyers, doctors, and therapists).

Some of these associations and their members have established third-party dispute resolution programs to handle consumer complaints not resolved at the point of purchase. If you choose a third-party dispute resolution program, ask for a copy of the rules of the program **before** you file your case. In some instances, the decision of the mediators is binding and must be accepted by both the consumer and the business. In other cases, only the business is required to accept the decision. There are some programs where decisions are not binding on either party.

Trade associations have varying consumer functions, which are described in the *National Trade & Professional Associations of the United States*. Check your local library for this book and other related sources of help.

A list of Trade Associations and Third-Party Dispute Resolution Programs begins on page 42.

State, County, and City Government Consumer Offices

City and county consumer offices can be particularly helpful because they are easy to contact and are familiar with local businesses and laws. If there is no local consumer office in your area, contact a state consumer office. State consumer offices are set up differently across the nation. Some states have a separate department of consumer affairs, while others have a consumer affairs office as a part of the governor's office or attorney general's office. Any of these offices will help or refer you to the proper agency for assistance.

If you have a consumer problem with a business transaction outside the state where you live, you should contact the consumer office in the state where you made the purchase. When you contact any local or state consumer office, be sure to have handy copies of your sales receipts, other sales documents, and all correspondence with the company. A list of State, County, and City Government Consumer Protection Offices begins on page 45.

Many states also have special commissions and agencies which handle consumer questions and complaints about banks, insurance, utilities, vocational and rehabilitation services, and weights and measures. These agencies are listed separately beginning on page 59.

In addition, a variety of other helpful community services may be available in your area. For example, County and State Cooperative Extension Services offer a variety of information about health, safety, product comparisons, financial planning, and nutritional needs. Information about these and other state and local services can be found at your library and in the telephone directory in the city, municipal, county or state listings.

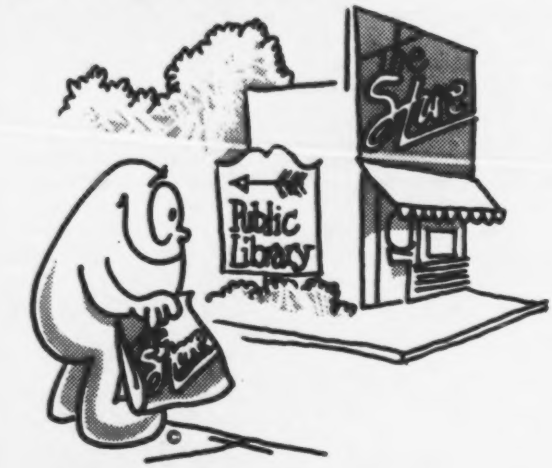
Federal Agencies

Many Federal agencies have enforcement and/or complaint handling responsibilities for products and services used by the general public. Others take action for the benefit of the public as a whole, but do not resolve individual consumer problems.

Agencies also have publications, fact sheets, and other information that may be helpful in making purchase decisions and dealing with marketplace problems. If you need help in determining where to go with your specific problem, check the index at the end of this book or call the nearest Federal Information Center listed on page 75.

The Federal agencies listed in the Selected Federal Agencies section, beginning on page 76, respond to consumer complaints and inquiries. A list of Federal agencies with Telecommunications Devices for the Deaf (TDD) begins on page 81.

Remember:



1. First contact the seller if you have a complaint.
2. If that doesn't resolve your problem, contact the company headquarters.
3. If your problem is still unresolved, refer to the index for appropriate organizations, or state, local and Federal offices that provide assistance.
4. Taking legal action should be the last resort.

Other Sources of Help

Libraries

Local libraries often have reference materials that provide product comparisons and/or can guide you in your efforts to resolve consumer complaints. Many of the publications mentioned in this Handbook can be found in public libraries. Some university and other private libraries allow individuals to use their reference materials, too. Check your local telephone directory for the location of nearby libraries.

Media Programs

Local newspapers and radio and television stations throughout the United States offer "Action Line" or "Hot Line" services where consumers with problems may get help. These news media are often successful in helping to resolve consumer complaints because of their influence in communities, and because the potential for bad publicity may encourage a merchant or business to take swifter action to resolve consumer problems. Some Action Lines select only the most severe problems, or those most representative of a number of complaints, and so may not be able to handle every complaint.

To find these services, check with your local newspapers, radio and television stations, or your local library.

Occupational and Professional Licensing Boards

There are an estimated 1,500 state agencies which license or register members of more than 550 professions and service industries, including doctors, lawyers, nurses, accountants, pharmacists, funeral directors, plumbers, electricians, auto repair shops, employment agencies, collection agencies, beauticians, and television and radio repair shops.

In addition to setting licensing standards, these boards also set rules and regulations; prepare and give examinations; issue, deny or revoke licenses; bring disciplinary actions; and handle consumer complaints.

Many boards have referral services or consumer education materials to help you select a professional. If you have a complaint and contact a licensing agency, the agency will contact the professional on your behalf. If necessary, they may conduct an investigation and take disciplinary action against the professional. This action may include probation, or license suspension or revocation.

To locate the local office of an occupational or professional licensing board, check your local telephone directory under the headings of Licensing Boards or Professional Associations, or look for the name of the individual agency. If there is no local office, contact the state consumer office.

Legal Recourse

Please note that some of the sources of help listed in the **Consumer's Resource Handbook** have a policy of declining complaints from consumers who have sought prior legal counsel.

Small Claims Courts

Small claims courts were established to resolve disputes involving claims for small debts and accounts. While the maximum amounts that can be claimed or awarded differ from state to state, court procedures generally are simple, inexpensive, quick and informal. Court fees are nominal, and you often get your filing fee back if you win your case. Generally, you won't need a lawyer. In fact, in some states, lawyers are not permitted. If you live in a state that allows lawyers and the party you are suing brings one, don't be intimidated. The court is informal and most judges make allowances for consumers who appear without lawyers.

Remember, even though the court is informal, the ruling must be followed, just like any other court.

If the party bringing the suit wins the case, the party who lost will often follow the court's decision without additional legal action. Sometimes, however, losing parties will not obey the decision. In these cases, the winning party may go back to court and ask for the order to be "enforced." Depending on local laws, the court may, for example, order property to be taken by law enforcement officials and sold. The winning party will get the money from the sale up to the amount they are owed. Or, if the person who owes the money receives a salary, the court may order the employer to garnish or deduct money from each paycheck and give it to the winner of the lawsuit.

Check your local telephone book under your municipal, county or state government headings for small claims court listings. When you contact the court, ask the court clerk how to use the small claims court. To better understand the process, sit in on a small claims court session before taking your case to court.

Legal Aid and Legal Services

Legal Aid and Legal Services offices help individuals who cannot afford to hire private lawyers. There are more than 1,000 of these offices around the country, staffed by lawyers, paralegals, and law students. All offer free legal services to those who qualify.

Funding is provided by a variety of sources, including Federal, state and local governments and private donations. Many law schools nationwide conduct clinics where law students assist practicing lawyers with these cases as part of their training.

These offices generally offer legal assistance with problems such as landlord-tenant relations, credit, utilities, family issues (such as divorce and adoption), social security, welfare, unemployment, and workmen's compensation. Each Legal Aid office has its own board of directors which determines the priorities of the office and the kinds of cases handled. If the Legal Aid office in your area does not handle your type of case, it should be able to refer you to other local, state or national organizations that can provide advice or help.

Private Lawyers

If you need help finding a lawyer, check with the Lawyer Referral Service of your state, city or county bar association listed in local telephone directories.

Lawyers are now permitted to advertise and you can find their ads in the Yellow Pages or in many local newspapers. Complaints about a lawyer should be referred to your state, city or county bar association.

Other Consumer Information

Consumer Credit Counseling Services

Counseling services provide assistance to individuals having difficulty budgeting their money and/or meeting necessary monthly expenses. Many organizations, including credit unions, family service centers and religious organizations offer some type of free or low cost credit counseling.

The Consumer Credit Counseling Service (CCCS) is one non-profit organization that provides money management techniques, debt payment plans and educational programs. Counselors take into consideration the needs of the client, as well as the needs of the creditor when working out a debt repayment plan. You can find the CCCS office nearest you by contacting the National Foundation for Consumer Credit, Inc., 8701 Georgia Avenue, Suite 507, Silver Spring, MD 20910, (301) 589-5600.

Consumer Information Catalog

The Consumer Information Catalog lists more than 200 free or low-cost Federal booklets on a variety of topics, many of which may be helpful in addressing consumer complaints or problems. Topics include: careers and education, child care, Federal benefits, financial planning, gardening, health, housing, small business, travel, hobbies, cars, etc. This free Catalog is published quarterly by the Consumer Information Center, and may be ordered by sending your name and address to: Consumer Information Center, Pueblo, CO 81009.

Private and Voluntary Consumer Groups

Private and voluntary consumer organizations are usually created to advocate specific consumer interests. In some communities they will help individual consumers with complaints. To find out if such a group is in your community, contact your state or local consumer protection office. A list of these offices begins on page 45.

PART II
Consumer Assistance Directory

Corporate Consumer Contacts

The first step in resolving a complaint is to return to the place of purchase and talk with the salesperson who sold you the product or service. If that is unsuccessful, the next step is to contact the company's headquarters.

This section is designed to help you identify the address of a company's headquarters and, in most cases, the appropriate person to contact. Most listings include telephone numbers, and many feature toll free "800" numbers which, unless otherwise noted, can be used from anywhere in the continental United States.

Throughout this section, you will notice companies or brand names listed with the instruction to refer to another company listed elsewhere in the section. For example:

Wrangler Jeans
see Blue Bell, Inc.

Inquiries about Wrangler products should be directed to the consumer representative at Blue Bell, Inc. because Blue Bell handles the complaints for the Wrangler brand.

If you do not find the product name in this section, check the product label or warranty information for the name and address of the manufacturer. Other sources of information can be found in most public libraries. The *Standard & Poor's Register of Corporations, Directors and Executives*, the *Trade Names Directory*, and the *Standard Directory of Advertisers* are three sources that list information on most firms. If you cannot locate the name of the manufacturer, the *Thomas Register of American Manufacturers* lists the manufacturers of thousands of products.

To save time and energy, first take your complaint, along with your records, back to where you made the purchase. If you contact corporate headquarters first, the representative will probably direct you back to the local retailer where you made the purchase.

A

Ms. Mary Stevenson
Agency Complaint Coordinator
AAMCO Transmissions, Inc.
One Presidential Boulevard
Bala Cynwyd, PA 19004
(215) 668-2900
1 (800) 523-0401 (toll free)

Audience Information
ABC Television Network
1330 Avenue of the Americas
New York, NY 10019
(212) 887-7478

Mr. Joseph P. Casassa, Supervisor
Product Service
AC Delco Automotive Parts
General Motors Corporation
1601 North Averill Avenue
Flint, MI 48556
(313) 257-6390

Ms. Linda Rubera
Consumer Affairs Assistant
AETNA Life and Casualty
151 Farmington Avenue
Hartford, CT 06156
(203) 273-7894
1 (800) 243-0186
(toll free outside Connecticut)

Ms. Patricia Hubbard
Coordinator Consumer Relations
A.H. Robins Company, Inc.
3800 Cutshaw Avenue
Richmond, VA 23230
(804) 257-2720

AJAY Enterprises Corporation
1501 East Wisconsin Street
Delavan, WI 53115
(414) 728-5521

Mr. Cal Kraft, Director
Consumer Communications
AMTRAK
400 North Capitol Street, N.W.
Washington, DC 20001
(202) 383-2121
1 (800) 562-6960
(toll free TDD in Pennsylvania)
1 (800) 523-6590
(toll free TDD outside Pennsylvania)

Ms. Jane Redfern, District Manager
Consumer Affairs
AT&T
295 North Maple Avenue
Room 2353 G1
Basking Ridge, NJ 07920
(201) 221-7015

Ms. Dot Edge
Golf Division National Consumer Relations
Acushnet
P.O. Box B 965
New Bedford, MA 02741
(617) 997-2830

Admiral
see Maycor

Ms. Margie Hausburg
Quality Assurance Analyst
Adolph Coors Company
Golden, CO 80401
1 (800) 642-6116 (toll free)

Ms. Donna Carr, Coordinator
Consumer Affairs
Airwick Industries, Inc.
380 North Street
Teterboro, NJ 07608
(201) 933-8200

Mr. Timothy Orkins, Director
Consumer Affairs
Alaska Airlines
P.O. Box 68900
Seattle, WA 98168
(206) 431-7286

Ms. Michelle Evans, Manager
Consumer Relations Department
Alberto-Culver Company
2525 Armitage Avenue
Melrose Park, IL 60160
(312) 450-3163

Consumer Affairs Department
Allied Van Lines
P.O. Box 4403
Chicago, IL 60680
(312) 681-8000

Mr. Marshall Antonio
Customer Relations Director
Allstate Insurance Company
Allstate Plaza
Northbrook, IL 60062
(312) 291-5719

Ms. Patti Yoshino, Manager
Claims and Customer Relations
Aloha Airlines
P.O. Box 30028
Honolulu, HI 96820
(808) 836-4293

Ms. Gail Donnelly
Senior Consumer Representative
Department of Public Relations
Alpo Pet Foods
P.O. Box 2187
Allentown, PA 18001
(215) 398-4647

Ms. JoAnn Benson, Supervisor
Customer Relations
Amana Refrigeration, Inc.
Amana, IA 52204
(319) 622-5511

Ms. Susan Sampsell, Manager
Consumer Affairs
America West Airlines
222 South Mill Avenue
Tempe, AZ 85281
(602) 921-5055

Mr. Eugene Dieringer, Director
Consumer Relations
American Airlines
Dallas/Fort Worth Airport
P.O. Box 619616 5E12
Dallas/Fort Worth, TX 75261
(817) 355-2114

Mr. Bill Bendall, Director
Approved Auto Repair
American Automobile Association
8111 Gatehouse Road
Room 535
Falls Church, VA 22047
(written complaints only)

Ms. Janey Loyd, Director
Consumer Affairs and Business Information
American Cyanamid Company
697 Route 46
Clifton, NJ 07015
1 (800) 932-2732 (toll free)

Mr. Martin J. Hummel, Vice President
Executive Consumer Relations
American Express Company
American Express Tower
World Financial Center
New York, NY 10285
(212) 640-5619
1 (800) 528-4800
(toll free—green card inquiries)
1 (800) 327-2177
(toll free—gold card inquiries)
1 (800) 525-3355
(toll free—platinum card inquiries)

Customer Service
American Family Publishers
P.O. Box 62999
Tampa, FL 33662
1 (800) AFP-2400 (toll free)

Ms. Sue Holiday, Consumer Correspondent
American Greetings Corporation
10500 American Road
Cleveland, OH 44144
(216) 252-7300
1 (800) 321-3040
(toll free outside Ohio)

Mr. Ron Hendershott, Manager
Regulatory Affairs
American Home Foods
685 Third Avenue
New York, NY 10017
(212) 878-6065

American Learning Corporation
see Encyclopaedia Britannica

American Leisure Industries, Inc.
see Encore Travel

Mr. Ronald J. Fojtlin, Manager
Customer and Product Services
American Standard, Inc.
P.O. Box 6820
Piscataway, NJ 08855
1 (800) 223-0651
(toll free in New Jersey)
1 (800) 223-0068
(toll free outside New Jersey)

Mr. Michael T. Miller, Senior Vice President
American Stores Company
P.O. Box 27447
Salt Lake City, UT 84127
(801) 539-0112

Mr. Anthony L. Fera, Manager
Consumer Relations
American Tourister, Inc.
91 Main Street
Warren, RI 02885
(401) 245-2100
1 (800) 538-3383
(toll free outside Rhode Island)

Amerongen, Inc.
see Budget Rent-A-Car Corporation

Mr. John B. Shaw, Manager
Customer Relations and Consumer Affairs
Amoco Oil Company
200 East Randolph
Chicago, IL 60601
(312) 856-5894

Ms. Robin Horder-Koop, Senior Manager
Programs and Services
Amway Corporation
7575 East Fulton Road
Ada, MI 49355
(616) 676-6899
(616) 676-5494 (TDD)

Mr. Jim Berg, Supervisor of Products
Service and Repair
Andersen Corporation
Bayport, MN 55003
(612) 439-5150

Mr. Robert Distelrath, Manager
Consumer Relations
Anheuser-Busch, Inc.
One Busch Place
St. Louis, MO 63118
(314) 577-3093

Corporate Relations
Aon Corporation
123 North Wacker Drive
Chicago, IL 60606
(312) 701-3000

Customer Relations Department
Apple Computer, Inc.
20525 Mariani Avenue
Mail Stop 37-S
Cupertino, CA 95014
(408) 973-2244
(complaints and questions)
1 (800) 538-9696
(toll free for dealer information)

Aramis, Inc.
see Estee Lauder, Inc.

Mr. Paul Bona, Marketing Director
Arizona Mail Order
3740 East 34th Street
Tucson, AZ 85713
(602) 745-4500

Arm & Hammer
see Church & Dwight Co., Inc.

Mr. Fred Fuest, Manager
Consumer Affairs
Armstrong Tire Company
500 Sargent Drive
New Haven, CT 06536
1 (800) 243-0167 (toll free)

Ms. Jane W. Deibler, Manager
Consumer Affairs
Armstrong World Industries
P.O. Box 3001
Lancaster, PA 17604
(717) 396-4401
1 (800) 233-3823 (toll free)

Ms. Janice Day
Consumer Relations Administrator
Armorall Products Corporation
P.O. Box 19039
Irvine, CA 92713
(714) 553-1003
1 (800) 854-3685
(toll free outside California)

Consumer Services
Armour Processed Meat Company
15101 North Scottsdale Road
Scottsdale, AZ 85254
(602) 998-6186

Arrow Shirts
see West Point-Pepperell

Ms. Carletta M. Longo
Consumer Compliance Officer
Atlantic Financial
2401 Walnut Street
Philadelphia, PA 19101
(215) 972-6104
1 (800) 233-1199 (toll free)

Mr. Thomas C. Butler, Manager
Customer Relations
Atlantic Richfield Company
515 South Flower Street
Room 2059
Los Angeles, CA 90071
(213) 486-0265
1 (800) 322-2726 (toll free)

Mr. J.R. Patterson, Vice President
Customer Service and Insurance
Atlas Van Lines
1212 St. George Road
P.O. Box 509
Evansville, IN 47703
1 (800) 457-3705 (toll free)

Ms. Lynne Lappin, Supervisor
Customer Service
Avis Rent-A-Car System
900 Old Country Road
Garden City, NY 11530
(516) 222-4200

Mr. Mike Cavallo, Customer Relations
Avon Fashions, Inc.
James River Trader
5000 City Line Road
Hampton, VA 23661
(804) 827-4000

Ms. Lynn Baron, Manager
Consumer Information Center
Avon Products, Inc.
9 West 57th Street
New York, NY 10019
(212) 546-7777

Ms. Marilee Wein, Regulatory Associate
Ayerst Labs
685 Third Avenue
New York, NY 10017
(212) 878-6087

B

Ms. Deborah A. Carter
Consumer Relations Manager
B-F Beverage Company
P.O. Box 1080
Louisville, KY 40201
(502) 585-1100

Consumer Relations Department
BIC Corporation
Wiley Street
Milford, CT 06460
(203) 783-2000

Ms. Adelina Silver, Director
Public Relations
Bacardi Corporation
GPO Box 3549
San Juan, PR 00936
(809) 795-1560

Bali
see Kitchens of Sara Lee

Mr. William Peltier, Vice President
Corporate Communications
Bally Manufacturing Corporation
8700 West Bryn Mawr
Chicago, IL 60631
(312) 399-1300

Ms. Jacquie DelBucchia, Vice President
Quality of Service
Bank of America, NT & SA
Bank of America Center
555 California Street
Department 3538
San Francisco, CA 94104
(415) 622-6081

Mr. Scott Peterson, Vice President
Public Relations
The Bank of New York
48 Wall Street, 30th Floor
New York, NY 10015
(212) 530-3981

Mr. William Fackler
Executive Vice President Marketing
Barnett Banks, Inc.
P.O. Box 40789
Jacksonville, FL 32231
(904) 791-7720

Ms. Gloria Mazzocco
Quality Control
R.G. Barry Corporation
13405 Yarmouth Road, West
Pickerington, OH 43147
(614) 864-6400
1 (800) 848-7560
(toll free outside Ohio)

Bass Pro Shop
1935 South Campbell
P.O. Box 4046
Springfield, MO 65807
1 (800) BASS-PRO (toll free)

Contact Lens Solutions
Bausch and Lomb
Personal Products Division
1400 North Goodman Street
Rochester, NY 14609
1 (800) 227-4670
(toll free in New York)
1 (800) 553-5340
(toll free outside New York)

Contact Lenses
Bausch and Lomb
Professional Products Division
1400 North Goodman Street
Rochester, NY 14609
(716) 338-6000

Bausch and Lomb
Sunglasses Division
465 Paul Road
Rochester, NY 14624
1 (800) 462-4893
(toll free in New York)
1 (800) 828-1430
(toll free outside New York)

Customer Service Department
Bear Creek Corporation
2518 South Pacific Highway
P.O. Box 299
Medford, OR 97501
(503) 776-2400

Corporate Relations
Beatrice Companies, Inc.
2 North LaSalle Street
Chicago, IL 60602
(312) 558-3755

Mr. Charles F. Baer, President
Consumer Products Division
Becton Dickinson and Company
One Becton Drive
Franklin Lakes, NJ 07417
(201) 848-6800

Consumer/Public Affairs Department
Beecham Group
P.O. Box 1467
Pittsburgh, PA 15230
1 (800) 242-1718 (toll free in Pennsylvania)
1 (800) 245-1040
(toll free outside Pennsylvania)

Beiersdorf, Inc.
P.O. Box 5529
Norwalk, CT 06856
(203) 853-8008
1 (800) 233-2340
(toll free outside Connecticut)

Mr. Fred Cooke, Assistant to the President
Bell Atlantic Corporation
1310 North Courthouse Road, 10th Floor
Arlington, VA 22201
(703) 974-5553

Mr. Keith Kard, Director
Marketing and Public Relations
Benihana of Tokyo
8685 Northwest 53rd Terrace
Miami, FL 33166
(305) 593-0770

Ms. Ronda Trog, Manager
Customer Relations
Best Western International
P.O. Box 10203
Phoenix, AZ 85064
(602) 957-4200

Birds Eye
see General Foods

Mr. Floyd Coonce, Manager
Consumer Assistance
Black and Decker
Home Appliances
6 Armstrong Road
Shelton, CT 06484
(203) 926-3218

Black and Decker Power Tools
10 North Park Drive
Hunt Valley, MD 21030
(301) 683-7100

Ms. Lori Hunt
Customer Services Representative
Block Drug Company, Inc.
257 Cornelison Avenue
Jersey City, NJ 07302
(201) 434-3000, ext. 308
1 (800) 526-6040
(toll free outside New Jersey)

Customer Service Department
Bloomingdale's by Mail, Ltd.
475 Knotter Drive
P.O. Box 593
Cheshire, CT 06410
(203) 271-1313 (mail order inquiries only)

Ms. Coleen Crider, Consumer Relations
Blue Bell, Inc.
P.O. Box 21488
Greensboro, NC 27420
(919) 373-3564

Consumer Affairs
Blue Cross and Blue Shield Association
1709 New York Avenue, N.W., Suite 303
Washington, DC 20006
(202) 783-6222

Mr. Dan Evans, Chairman of the Board
Bob Evans Farms, Inc.
3776 South High Street
P.O. Box 07863
Columbus, OH 43207
(614) 491-2225
1 (800) 272-PORK (toll free outside Ohio)

Industry and Consumer Affairs Division
The Bohannon Group
P.O. Box 14405
St. Louis, MO 63178
(314) 533-2499

Ms. Connie Jones, Marketing Department
Bojangles
P.O. Box 240239
Charlotte, NC 28224
(704) 527-2675, ext. 262

Mr. G. Donald Gale
Bonneville International
Broadcast House
Salt Lake City, UT 84180
(801) 575-5690

Ms. Karen Wilson, Manager
Consumer Response Department
Borden, Inc.
180 East Broad Street
Columbus, OH 43215
(614) 225-4511

Mr. John Leone
Director of Customer Service
Boyle-Midway
P.O. Box 950
Cranford, NJ 07016
(201) 276-3900

Ms. Karen Zahn, Director
Customer Relations
Bradlees Stores
One Bradlees Circle
Braintree, MA 02184
(617) 770-5468

Ms. Vickie Davis, Manager
Customer Relations
Braniff, Inc.
P.O. Box 7035
Dallas, TX 75209
(214) 358-7404

Breck Hair Care Products see American Cyanamid Company

Ms. Bernadette Hardy, Manager
Consumer Relations
Bristol-Myers Company
345 Park Avenue
New York, NY 10154
(212) 546-4000

Mr. Art McMahon, Vice President
Customer Services
British Airways
245 Park Avenue
New York, NY 10167
(212) 878-4500

Mr. Charles Cahka, Consumer Relations
The Broadway
3880 N. Mission Road
Los Angeles, CA 90031
(213) 227-2440

Mr. Thomas J. Corcoran
President and CEO
Brock Hotel Corporation
4441 West Airport Freeway
Irving, TX 75062
(214) 258-8500

Customer Service
Brown Group, Inc.
P.O. Box 354
St. Louis, MO 63166
(314) 854-2797

Ms. Karen Knutson, Director
Customer Relations
Budget Rent-A-Car Corporation
3350 Boyington Drive
Carrollton, TX 75006
(312) 580-5000
1 (800) 621-2855 (toll free in Texas)
1 (800) 621-2844 (toll free outside Texas)

Investor Service Center
Bull & Bear Group, Inc.
11 Hanover Square
New York, NY 10005
(212) 363-1100

Ms. Sandra Salone, Production Coordinator
Bullocks Wilshire
Catalog Division
Metro Station
P.O. Box 55029
Los Angeles, CA 90010
1 (800) 325-7505 (toll free)

Manager, Customer Relations
Bulova Watch Company
26-15 Brooklyn Queens Expressway East
Woodside, NY 11377
(718) 204-3300 (consumer relations)
(718) 204-3222 (repairs)

Mr. Monroe Milstein, President
Burlington Coat Factory Warehouse Corp.
Route 130 North
Burlington, NJ 08016
(609) 386-3314

Ms. Doris Covington, Coordinator
Consumer Information
Burlington Industries
P.O. Box 21207
Greensboro, NC 27420
(919) 379-2331

Consumer Relations
Burroughs Wellcome Company
330 Cornwallis Road
Research Triangle Park, NC 27709
(919) 248-3000

C

Mr. Paul Reisbord
President and Chairman of the Board
C&R Clothiers
8660 Hayden Place
Culver City, CA 90232
(213) 559-8200

Customer Service
C. Itoh Digital Products, Inc.
P.O. Box 9085
Torrance, CA 90508
1 (800) 423-0300 (toll free)

Ms. Marjorie Holyoak, Director
Audience Services
CBS Broadcast Group
51 West 52nd Street
New York, NY 10019
(212) 975-3166

CIBA Vision Corporation
2910 Amwiler Court
Atlanta, GA 30360
1 (800) 241-5999 (toll free)

CIBA-GEIGY Corporation Agricultural Division
410 Swing Road
Greensboro, NC 27419
(919) 292-7100

CIBA-GEIGY Corporation Pharmaceuticals Division
556 Morris Avenue
Summit, NJ 07901
(201) 277-5000

CIE Terminals
2505 McCabe Way
Irvine, CA 92714
1 (800) 854-3322 (toll free)

Mr. Eugene F. McDonald
Assistant Vice President
Customer Relations
CIGNA Companies
1600 Arch Street
Philadelphia, PA 19103
(215) 241-4000

Ms. Michelle Baillargeon
Customer Relations Department
CVS
One CVS Drive
Woonsocket, RI 02895
(401) 765-1500

Customer Service Department
Cabela's, Inc.
812—13th Avenue
Sidney, NE 69160
1 (800) 237-8888 (toll free)

Ms. Lisa Carlson
Consumer Affairs Analyst
Cadbury Schweppes Beverages Division
High Ridge Park,
P.O. Box 3800
Stamford, CT 06905
(203) 968-2210

Ms. Christine McMahon
Consumer Services Manager
Cadbury Schweppes Confections Division
Route 63 New Haven Road
Naugatuck, CT 06770
(203) 729-0221

Mr. Joe Petrakovic, Manager
Consumer Communications
Caloric Modern Maid Corporation
403 North Main Street
Topton, PA 19562
(215) 682-4211

Ms. Virginia Pao
Assistant to the Public Relations Director
Calvin Klein Industries, Inc.
205 West 39th Street, 10th Floor
New York, NY 10018
(212) 719-2600

Mr. Drew Fox, Director
Consumer Relations
Campbell Soup Company
Campbell Place
Camden, NJ 08101
(609) 342-3714

Mr. Bertram Silk, Vice President
Winery Operations
Canandaigua Wine Company
116 Buffalo Street
Canandaigua, NY 14424
(716) 394-3630

Ms. Rhoda Multz, National Manager
Consumer Product Services Administration
Canon USA, Inc.
1 Jerricho Plaza
Jerricho, NY 11753
(516) 933-6300

Mr. Ray Perry, Vice President
Operations
Carl Karcher Enterprises
P.O. Box 4349
Anaheim, CA 92803
(714) 774-5796

Mr. Dick L. Curd, Director
Corporate Communications
Carnation Company
5045 Wilshire Boulevard
Los Angeles, CA 90036
(213) 932-6000

Ms. Pat Biederman
Passenger Service Manager
Carnival Cruise Lines
5225 Northwest 87th Avenue
Miami, FL 33166
1 (800) 327-7373 (toll free)

Mr. James Witz
Consumer Relations Manager
Carrier Air Conditioning Company
P.O. Box 4808
Syracuse, NY 13221
(315) 432-0761
1 (800) 227-7437
(toll free outside New York)

Carte Blanche
see Diner's Club

Store Operations
Carvel Corporation
201 Saw Mill River Road
Yonkers, NY 10701
(written inquiries only)

Customer Service Department
Casio, Inc.
570 Mount Pleasant Avenue
Dover, NJ 07801
(201) 361-5400

Mr. Bruce Wagner, Service Supervisor
Champion Spark Plug Company
P.O. Box 910
Toledo, OH 43661
(419) 535-2458

Ms. Rosemary Littlefield
Customer Relations Coordinator
Chanel, Inc.
9 West 57th Street, 44th Floor
New York, NY 10019
(212) 688-5055

Ms. Lila A. Lesley, Consumer Affairs
Consumer Products Division
Chattem, Inc.
1715 West 38th Street
Chattanooga, TN 37409
(615) 821-4571, ext. 211
1 (800) 251-7272
(toll free outside Tennessee)

Mr. Anthony Dapuzzo, Director
Consumer Affairs
Chemical Bank
52 Broadway, 11th Floor
New York, NY 10004
(212) 701-5150

Mr. Jack VanFossen, President
ChemLawn Services Corporation
8275 North High Street
Columbus, OH 43085
(614) 888-3572

Mr. Walter Dabek, Manager
Consumer Response
Chesebrough-Pond's, Inc.
33 Benedict Place
Greenwich, CT 06830
1 (800) 852-8558
(toll free in Connecticut)
1 (800) 243-5804
(toll free outside Connecticut)

Mr. Charles Penney, Supervisor
Dealer and Consumer Affairs
Chevron U.S.A.
P.O. Box H
Concord, CA 94524
(415) 827-6412

Customer Response Coordinator
Chi-Chi's, Inc.
10200 Linn Station Road
Louisville, KY 40232
(502) 426-3900

Chuck E. Cheese
see Brock Hotel Corporation

Ms. Nancy Sevinsky, Manager
Consumer Relations
Church & Dwight Company, Inc.
469 North Harrison Street
Princeton, NJ 08540
(609) 683-5900
1 (800) 624-2889
(toll free in New Jersey)
1 (800) 524-1328
(toll free outside New Jersey)

Operations Department
Church's Fried Chicken, Inc.
P.O. Box BH001
San Antonio, TX 78284
(512) 735-9392
1 (800) 222-5857 (toll free)

Cincinnati Microwave
One Microwave Plaza
Cincinnati, OH 45249
(513) 489-5400
1 (800) 543-1608 (toll free)

Circuit City Stores, Inc.
2040 Thalbro Street
Richmond, VA 23230
(804) 257-4227
(804) 257-4547 (in New York)
1 (800) 251-2665 (toll free)

Mr. Nathanial J. Sutton, Vice President
Customer Affairs
Citicorp/Citibank
399 Park Avenue
New York, NY 10043
(212) 559-0403

Ms. Ellen Peressini, Executive Secretary
Citizen Watch Company of America, Inc.
8506 Osage Avenue
Los Angeles, CA 90045
(213) 215-9660
1 (800) 458-3300
(toll free in California)
1 (800) 321-3173
(toll free outside California)

Clinique Laboratories, Inc.
see Estee Lauder, Inc.

Ms. C. Kay Whitehurst
Consumer Services Manager
Clorox Company
P.O. Box 24305
Oakland, CA 94623
(415) 271-7283

Consumer Affairs Department
Club Med Sales, Inc.
40 West 57th Street
New York, NY 10019
(212) 977-2100

Mr. Roger Nunley, Manager
Consumer Information Center
Coca-Cola Company
Drawer 1734
Atlanta, GA 30301
1 (800) 438-2653 (toll free)

Coldwell Banker
see Sears, Roebuck and Co.

Consumer Services Department
Coleco Industries, Inc.
P.O. Box 460
Amsterdam, NY 12010
(518) 843-4390

Ms. Grace Richardson, Director
Consumer Affairs
Colgate-Palmolive Company
300 Park Avenue
New York, NY 10022
(212) 310-2653

Ms. Nina Kenney, Vice President
Consumer Affairs
Colonial Penn Group, Inc.
11 Penn Center Plaza
19th and Market Streets
Philadelphia, PA 19181
(215) 988-8207

Columbia House
A Division of CBS, Inc.
1211 Avenue of the Americas
New York, NY 10036
1 (800) 457-0500
(toll free—records and tapes)
1 (800) 457-0866
(toll free—videos)

Ms. Teresa C. Infantino
Executive Vice President
Combe, Inc.
1101 Westchester Avenue
White Plains, NY 10604
(914) 694-5454

Combined Insurance Company of America
see Aon Corporation

Commerce Drug Division
see Del Laboratories, Inc.

Mr. Peter J. Baczor, Manager
Consumer Relations
Commodore Business Machines, Inc.
1200 Wilson Drive
West Chester, PA 19380
(215) 431-9100

Customer Relations Department
Compaq Computer Corporation
20555 FM 149
Houston, TX 77070
(713) 370-0412

Comprehensive Care Corporation
18551 Von Karman Avenue
Irvine, CA 92715
(813) 888-5033 (East coast)
(714) 851-2273 (West coast)

Ms. Janet Venditti, Manager
Consumer Affairs
Congoleum Corporation
195 Belgrove Drive
Kearny, NJ 07032
(201) 991-1000

Consumers Products Group
see Commodore Business Machines, Inc.

Supervisors Department
Contempo Casuals
5433 West Jefferson Boulevard
Los Angeles, CA 90016
(213) 936-2131
1 (800) 368-5923 (toll free)

Ms. Hazel Wilson, Director
Training and Consumer Relations
Continental Airlines
P.O. Box 4607
Houston, TX 77210
(713) 442-4700

Ms. Cheri Spies, Manager
Consumer Affairs
Continental Baking Company
Checkerboard Square
St. Louis, MO 63104
(314) 982-4953

Ms. Barbara Cella, Manager
Customer Relations
Continental Illinois
231 LaSalle Street
Chicago, IL 60697
(312) 828-5795
1 (800) 621-3817 (toll free)

Control Data Contact Center
Control Data Corporation
8100 34th Avenue South
Minneapolis, MN 55440
(612) 853-3400
1 (800) 232-1985 (toll free)

Customer Service
Converse, Inc.
One Fordham Road
North Reading, MA 01864
(617) 664-7418
1 (800) 545-4323 (toll free)

Coppertone
see Plough, Inc.

Ms. Wendy Atkins, Manager
Consumer Services
Corning Glass Works
1300 Hopeman Parkway
Waynesboro, VA 22980
(703) 942-3500

Ms. Connie J. Shelby, Manager
Consumer Affairs
Cosmair, Inc.
P.O. Box 98
Westfield, NJ 07091
1 (800) 631-7358 (toll free)

Ms. Kathy Doyle Finley, Supervisor
Member and Consumer Relations
Cotter & Company
2740 North Clybourn Avenue
Chicago, IL 60614
(312) 975-2700

Service Department
Craftmatic/Contour Organization, Inc.
2500 Interplex Drive
Trevose, PA 19047
(215) 639-1310
1 (800) 523-5383 (toll free)

Mr. George Turner, Vice President
Operations
Crown Books
3300 75th Avenue
Landover, MD 20785
(301) 731-1200

Mr. Joseph Goldkopf, Director
Consumer Relations
Cuisinarts, Inc.
P.O. Box 2150
Greenwich, CT 06836
(203) 622-4600
1 (800) 243-8540 (toll free)

Mr. Robert J. Burke, Director
Consumer Affairs
Culligan International Company
One Culligan Parkway
Northbrook, IL 60062
(312) 498-2000

Mr. Marvin E. Eisenstadt, President
Cumberland Packing Corporation
Two Cumberland Street
Brooklyn, NY 11205
(718) 858-4200
1 (800) 336-0363
(toll free in New York)
1 (800) 231-1123
(toll free outside New York)

Mr. John Hyder, Supervisor
Customer Service
Current
P.O. Box 2559
Colorado Springs, CO 80901
1 (800) 525-7170 (toll free)

Customer Care Department
Curtis Mathes Corporation
1220 Champion Circle, Suite 100
Carrollton, TX 75006
(214) 484-4941
1 (800) 527-7646 (toll free)

D

d-Con
see Lehn & Fink Products Group

Ms. Lori Schleuning, Manager
Customer Service
DHL Corporation
333 Twin Dolphin Drive
Redwood City, CA 94065
(415) 593-7474

Dairy Queen
see International Dairy Queen

Ms. Barbara Beck, Director
Consumer Relations
Dannon Company, Inc.
11 Westchester Avenue
White Plains, NY 10604
(914) 697-9700

Mr. David Christman, Manager
Customer Service Department
Danskin
P.O. Box M 16
York, PA 17405
(717) 846-4874

Ms. Patricia Ploetz, Manager
Central Consumer Relations
Dayton Hudson Department Store Company
700 Nicollet Mall
Minneapolis, MN 55402
(612) 375-6802

Dean Witter Financial Services Group see Sears, Roebuck and Co.

Dearfoam see R.G. Barry Corporation

Ms. Julie Jason, Customer Service
DeVry, Inc.
2201 West Howard Street
Evanston, IL 60202
(312) 328-8100
1 (800) 323-4253 (toll free)

Ms. Margaret Sanders
Consumer Relations Department
Del Laboratories, Inc.
565 Broad Hollow Road
Farmingdale, NY 11735
(516) 293-7070

Ms. Catherine Randle, Supervisor
Consumer Affairs
Del Monte Corporation
P.O. Box 3575
San Francisco, CA 94119
(415) 942-4803

Public Relations
Delco Remy Division General Motors Corporation
2401 Columbus Avenue
Anderson, IN 46018
(317) 646-3367

Mr. D. W. Shaw, General Manager
Consumer Affairs
Delta Airlines
Hartsfield Atlanta International Airport
Atlanta, GA 30320
(404) 765-2600

Ms. Barbara Smith
Product Service Manager
Delta Faucets
P.O. Box 40980
Indianapolis, IN 46280
(317) 848-1812

Ms. Marilyn Combellick
Coordinator of Guest Relations
Denny's, Inc.
14256 East Firestone Boulevard
La Mirada, CA 90637
(714) 739-8100

Mr. George Andrassy, Vice President
Research and Development
Dep Corporation
2101 East Via Arado
Rancho Dominguez, CA 90220
(213) 604-0777
1 (800) 367-2855 (toll free)

Coordinator, Consumer Relations
The Dial Corporation
Greyhound Tower
Station 316
Phoenix, AZ 85077
(602) 248-2595

Mr. Jack Clark, Director
Customer Relations
Diet Centers for Weight Loss
220 South 2nd Street West
Rexburg, ID 83440
(208) 356-9381

Customer Assistance Department
Digital Equipment Corporation
40 Old Bolton Road
Stow, MA 01775
(617) 493-7161

Ms. Betsy Feeley, Vice President
Customer Service
Diners Club International
183 Inverness Drive West
Englewood, CO 80112
(303) 790-2433
1 (800) 525-9135 (toll free)

Discover Credit Card see Sears, Roebuck and Co.

Mr. Charles Tilden
Director of Communications
Diversitech General
A GenCorp Company
One General Street
Akron, OH 44329
(216) 798-3412

Ms. Helen Robinson, Supervisor
Consumer Response
Dole Food Products
50 California Street
San Francisco, CA 94111
(415) 986-3000, ext. 4272
1 (800) 232-8888
(toll free in California)
1 (800) 232-8800
(toll free outside California)

Mr. Paul D. Black, Vice President
Operations
Domino's Pizza, Inc.
P.O. Box 997
Ann Arbor, MI 48106
(313) 668-4000

Mr. Robert J. Posch, Jr.
Book Clubs & Counsel
Doubleday Company, Inc.
501 Franklin Avenue
Garden City, NY 11530
(516) 873-4628

Douvier Ice Cream Makers see Nikkal Industries

Mr. Neil Kajfez, Manager
Consumer Affairs
Dow Consumer Products Food Care Division
P.O. Box 68511
Indianapolis, IN 46268
1 (800) 428-4795 (toll free)

Ms. Jean O. Rogers, Manager
Consumer Affairs
Dow Consumer Products Texize Household Products Division
P.O. Box 368
Greenville, SC 29602
(803) 297-3400

Mr. Jim Ball, Vice President
Corporate Communications
Dr. Pepper Company
5523 East Mockingbird Lane
Dallas, TX 75206
(214) 824-0331

Ms. Jane Lagusch
Secretary to the President
Drug Emporium, Inc.
7760 Olentangy River Road, Suite 207
Worthington, OH 43085
(614) 888-6876

Mr. Joseph McKee
Product Manager
Dulcolax
Boehringer Ingelheim
90 East Ridge
P.O. Box 368
Ridgefield, CT 06877
(203) 798-9988

Mr. Robert M. Rosenberg
Chairman of the Board
Dunkin Donuts of America
P.O. Box 317
Randolph, MA 02368
(617) 961-4000

Mr. Thomas M. Johnson, Manager
Consumer Affairs
Dunlop Tire Corporation
P.O. Box 1109
Buffalo, NY 14240
(716) 879-8258

Consumer Affairs Department
Durkee/French Foods
P.O. Box 23450
Rochester, NY 14692
(716) 482-8000

E

Mr. Edward W. Larkin
First Vice President
Assistant General Counsel
E.F. Hutton & Co., Inc.
One Battery Park Plaza, 19th Floor
New York, NY 10004
(212) 742-7164

Product Information Center
E.I. duPont de Nemours & Co.
1007 Market Street
Wilmington, DE 19898
1 (800) 441-7515 (toll free)

Ms. Pat Robinette, Manager
Consumer Affairs
Eastern Airlines
Miami International Airport
Miami, FL 33148
(305) 873-3450

Mr. John Vaeth
Eastman Kodak Company
343 State Street
Rochester, NY 14650
1 (800) 242-2424 (toll free)

Ms. Nancy Avino
Customer Service Representative
Eckerd Drug Company
P.O. Box 4689
Clearwater, FL 33518
(813) 397-7461

Customer Service
Eddie Bauer
5th & Union Street
P.O. Box 370
Seattle, WA 98124
1 (800) 426-6253 (toll free)

Customer Service
Edmund Scientific Company
101 East Gloucester Pike
Barrington, NJ 08007
(609) 573-6260

Consumer Affairs Department
Edward Lowe Industries, Inc.
919 North Michigan Avenue, Suite 2002
Chicago, IL 60611
(312) 642-0888

Mr. Randy T. LoVallo, Staff Attorney
Electrolux Corporation
3003 Summer Street
Stamford, CT 06905
(203) 359-3600
1 (800) 892-9878 (toll free)

Mr. C. Edward Kimsey
Consumer Technical Services
Eli Lilly & Company
Lilly Corporate Center
Indianapolis, IN 46285
(317) 276-2339

Mr. Albert S. Dimcoff, Vice President
Consumer Affairs
Emerson Electric Company
8000 West Florissant Avenue
St. Louis, MO 63136
(314) 553-3600

Customer Service Department
Emery Worldwide
Old Danbury Road
Wilton, CT 06897
(203) 762-8601

Ms. Martha S. Yocum
Director of Consumer Affairs
Encore Travel
4501 Forbes Boulevard
Lanham, MD 20706
(301) 459-8020

Mr. Norman Braun, Vice President
Public Relations
Encyclopaedia Britannica, Inc.
310 South Michigan Avenue
Chicago, IL 60604
(312) 347-7230

Ms. Carolann V. Mathews, Director
Customer Relations
Equitable Life Assurance Society
785 Seventh Avenue
New York, NY 10019
(212) 541-6730
1 (800) 442-5880
(toll free in New York)
1 (800) 223-6646
(toll free outside New York)

Ms. Millie Roberson, Director
Consumer Relations
Ernest & Julio Gallo Winery
P.O. Box 1130
Modesto, CA 95353
(209) 579-3111

Customer Service Department
Esprit
900 Minnesota Street
San Francisco, CA 94107
1 (800) 4-ESPRIT (toll free)

Ms. Theresa Sullivan
Executive Director, Consumer Relations
Estee Lauder, Inc.
767 Fifth Avenue
New York, NY 10153
(212) 572-4200

Mr. John Keane, Director
Consumer Affairs
Ethan Allen, Inc.
Ethan Allen Drive
Danbury, CT 06811
(203) 743-8546

Mr. Michael Quinn, Manager
Consumer and Regulatory Affairs
Exxon Corporation
P.O. Box 2180
Houston, TX 77252
(713) 656-3151

F

Family Circle Craft Kits
see New York Times Company

Ms. Judy Woolfolk, Home Economist
Faultless Starch/Bon Ami Company
1025 West Eighth Street
Kansas City, MO 64101
(816) 842-1230

Fayva Shoe Stores
see Morse Shoe Company

Mr. John West
Manager of Service Assurance
Federal Express Corporation
P.O. Box 727, Department 2640
Memphis, TN 38194
(901) 922-5642

Ms. Linda Basler
Contributions and Special Events Manager
Federated Department Stores
7 West Seventh Street
Cincinnati, OH 45202
(513) 579-7000

Ms. Cathy Sharkey, Manager
Consumer Relations
Fieldcrest Cannon, Inc.
60 West 40th Street
New York, NY 10018
(212) 536-1284

Ms. Mary Luethmers
Customer Relations Manager
Fingerhut Corporation
11 McLeland Road
St. Cloud, MN 56395
(612) 252-3181
1 (800) 328-7092 (toll free)

Mr. Paul Thibodeau, Director
Consumer Affairs
Firestone Tire & Rubber Co.
P.O. Box 26602
Akron, OH 44319
1 (800) 321-1252 (toll free)

Consumer Affairs Department
First Interstate Bank of California
707 Wilshire Boulevard W 15-3
Los Angeles, CA 90017
(213) 614-3241

Ms. Susan Barlow, Director
Consumer, Government, and Media Center
First National Supermarkets, Inc.
17000 Rockside Road
Cleveland, OH 44137
(216) 587-7100

Ms. Sonia Bozeman
Consumer Affairs Officer
First Nationwide Bank
700 Market Street
San Francisco, CA 94102
1 (800) 237-0756 (toll free)

Customer Service
First Union Bank
P.O. Box 2870
Jacksonville, FL 32231
(904) 361-2265
1 (800) 433-4195 (toll free)

Fisher
see SFS Corporation

Fisher Price
see Quaker Oats Company

Ms. A. H. Player
Consumer Affairs Manager
Florida Power and Light Co.
P.O. Box 029100
Miami, FL 33102
(305) 552-4052
1 (800) 432-6554 (toll free)

Ms. Hazel Hunter, Supervisor
Customer Relations
Florists Transworld Delivery Association (FTD)
29200 Northwestern Highway
P.O. Box 2227
Southfield, MI 48037
(313) 355-9300
1 (800) 355-9300 (toll free)

Mr. Arthur Wellborn, Customer Relations
Florsheim Shoe Company
130 South Canal Street
Chicago, IL 60606
(312) 559-7456

Ms. Marta Jones, Manager
Communications
Flowers Industries, Inc.
P.O. Box 1338
Thomasville, GA 31799
(912) 226-9110

Mr. Leonard H. Yablon
Executive Vice President
Forbes, Inc.
60 Fifth Avenue
New York, NY 10011
(212) 620-2248

Formby
see Thompson & Formby Inc.

Customer Service
Foster & Gallagher, Inc.
6523 North Galena Road
Peoria, IL 61632
(309) 691-4610
(Monday-Friday, 8:30 a.m.-5:00 p.m.)
(309) 691-3633
(Monday-Friday, after 5:15 p.m.)

Mr. Timothy Klement, Director
Marketing and Customer Service
Fotomat Corporation
205 9th Street
St. Petersburg, FL 33701
(813) 823-2027
1 (800) 237-0307, ext. 0523 (toll free)

Mr. Stewart Resnick, President
Franklin Mint
U.S. Route One
Franklin Center, PA 19091
(215) 459-6000
1 (800) 523-7622 (toll free)

Franks Nursery and Crafts
see General Host Corporation

Customer Service Department
Freeman Shoes
Men's Division
1 Freeman Lane
Beloit, WI 53511
1 (800) 356-5400 (toll free)

Customer Service Department
French Shriner Shoes
1 Freeman Lane
Beloit, WI 53511
(608) 364-1200

Consumer Relations
Fretter Appliance Company
14985 Telegraph
Redford, MI 48239
(313) 537-3701
1 (800) 323-0439 (toll free in Michigan)
1 (800) 932-3434
(toll free outside Michigan)

Frigidaire Appliances
see White Consolidated Industries

Frontier Airlines
see Continental Airlines

Ms. Janet Rosati, Director
Quality Control and Consumer Services
Fruit of the Loom, Inc.
One Fruit of the Loom Drive
Bowling Green, KY 42102
(502) 781-6400

Mr. Fred Beck
Service Department Supervisor
Fuji Photo Film U.S.A., Inc.
800 Central Boulevard
Carlstadt, NJ 07072
1 (800) 526-9030 (toll free)

Fuller Brush Company
see Kitchens of Sara Lee

G

Mr. Russ Cleary, President
G. Heileman Brewing Company
100 Harborview Plaza
La Crosse, WI 54601
(608) 785-1000

Mr. Alan D. Galletly
Vice President of Public Affairs
Telephone Operations
GTE Corporation
One Stamford Forum
Stamford, CT 06904
(203) 965-2630

Ms. Sheila Gibbons, Manager
Public Affairs
Gannett Co., Inc.
1100 Wilson Boulevard
Arlington, VA 22209
(703) 284-6048

General Electric Company
For information on GE Consumer
Products and Services, call:
GE ANSWER CENTER
1 (800) 626-2000 (toll free)

Ms. Naomi Martin
Manager of Consumer Response
General Foods Corporation
250 North Street
White Plains, NY 10625
(914) 335-2500
1 (800) 431-1001 (toll free—desserts)
1 (800) 431-1002 (toll free—beverages)
1 (800) 431-1003
(toll free—main meals and beverages)
1 (800) 431-1004
(toll free—Maxwell House and Bird's Eye)

General Host Corporation
P.O. Box 10045
Stamford, CT 06904
(203) 357-9900

Ms. Sandy Weisenburger, Supervisor
Consumer Relations
General Mills, Inc.
P.O. Box 1113
Minneapolis, MN 55440
(612) 540-4295
1 (800) 328-6787 (toll free)

Customer Relations Department
General Motors Acceptance Corporation (GMAC)
3044 West Grand Boulevard, Room AX342
Detroit, MI 48202
(313) 556-0510

Customer Service
General Tire & Rubber Company
One General Street
Akron, OH 44329
1 (800) 426-4889 (toll free in Ohio)
1 (800) 847-3349 (toll free outside Ohio)

Ms. Lorie Thies, Manager
Customer Service
Generra
18 West Mercer
Seattle, WA 98119
(206) 282-6888

Sales Department
Genesee Brewing Company, Inc.
445 St. Paul Street
Rochester, NY 14605
(716) 546-1030

Mr. Allen Krejci, Director
Public Relations
George A. Hormel and Company
501 16th Avenue N.E.
Austin, MN 55912
(507) 437-5611

Ms. Barbara Smith
Public Relations Manager
Georgia-Pacific Corp.
133 Peachtree Street, N.E.
Atlanta, GA 30303
(404) 521-4741
1 (800) 322-4400 (toll free in Illinois)
1 (800) 447-2882 (toll free outside Illinois)

Ms. Kathryn Hansen, Manager
Consumer Relations
Gerber Products
445 State Street
Fremont, MI 49412
(616) 928-2000
(800) 4-GERBER (toll free)

Ms. Odonna Mathews
Vice President for Consumer Affairs
Giant Food, Inc.
P.O. Box 1804 Department 597
Washington, DC 20013
(301) 341-4365
(301) 341-4327 (TDD)

Gibbons Greenvan
see Budget Rent-A-Car Corporation

Gibson Appliances
see White Consolidated Industries

Mr. Jack Sherman, Director
Consumer Affairs
Gillette Company
Prudential Tower Building, 24th Floor
Boston, MA 02199
(617) 421-7315

Glenbrook Laboratories
see Sterling Drug Inc.

Mr. James Sainsbury, Manager
Product Planning
The Glidden Company
925 Euclid Avenue
Cleveland, OH 44115
(216) 344-8000

Mr. Duane E. Poole, Director
Public Relations
GM Service Parts Operations
6060 West Bristol Road
Flint, MI 48456
(313) 635-5412

Mr. M.F. Smithson, Director
Consumer Relations
Goodyear Tire & Rubber Co.
1144 East Market Street
Akron, OH 44313
(216) 796-4940

Mr. Ray A. Gipson, Vice President
Corporate Administration
Gordon Jewelry
820 Fannin Street
Houston, TX 77002
(713) 222-8080

Consumer Hotline
Green Sweep Fertilizer
P.O. Box 119
Maumee, OH 43537
(419) 893-5050
1 (800) 225-2883 (toll free)

Mr. Ramon Placencia, Manager
Customer Relations
Greyhound Lines, Inc.
901 Main Street, Suite 2500
Dallas, Texas 75202
(214) 744-6509

Mr. Ray Hyde, Vice President
Public Relations
The Guinness Import Company
Six Landmark Square
Stamford, CT 06901
(203) 323-3311

H

Mr. Eddie Feinstein
Director of Customer Relations
H&R Block, Inc.
4410 Main Street
Kansas City, MO 64111
(816) 753-6900

Ms. Donna Elliot, Manager
Consumer Relations
H.J. Heinz Company
1062 Progress Street
Pittsburgh, PA 15212
(412) 237-5740

HVR Company
see Clorox Company

Mr. Chip Dickey
Manager of Consumer Affairs
Hallmark Cards, Inc.
P.O. Box 580
Kansas City, MO 64141
(816) 274-5697

Halston
see Revlon

Hanes
see Kitchens of Sara Lee

Mr. Ed Thompson
Customer Service Manager
Hanover House Industries
340 Poplar Street
Hanover, PA 17333
(717) 637-6000

Hardwick
see Maycor

Mr. Jim Wilde, Vice President
Advertising
Hartmarx Corporation
101 North Wacker Drive, 20th Floor
Chicago, IL 60606
(312) 372-6300

Ms. Betty Leonard
Consumer Relations Manager
Hartz Mountain Corporation
700 South Fourth Street
Harrison, NJ 07029
(201) 481-4800
(collect calls accepted)

Mrs. Angela Kayata
Hasbro, Inc.
1027 Newport Avenue
Pawtucket, RI 02861
(401) 727-5000
1 (800) 237-0063 (toll free)

Hathaway Shirts
see Warnaco Men's Apparel

Ms. Ginger Crowl, Coordinator
Customer Relations
Hawaiian Airlines
Honolulu International Airport
Honolulu, HI 96820
(808) 836-7230

Mr. Jerry Van Vleet, Director
Customer Service
Heath Company
Benton Harbor, MI 49022
(616) 982-3524

Ms. Beverly Strom, Manager
Consumer Affairs Department
Consumer Products Division
Helene Curtis Industries
325 North Wells Street
Chicago, IL 60610
(312) 661-0222

Ms. Natalie D. Bailey, Manager
Consumer Relations
Hershey Foods Corporation
P.O. Box 815
Hershey, PA 17033
1 (800) 468-1714 (toll free)

Ms. Marilyn Wells, Manager
Executive Customer Relations
Hertz Corporation
660 Madison Avenue
New York, NY 10021
(212) 980-2979
1 (800) 654-3131 (toll free)

Ms. Doria Taylor, Director
Guest Relations
Hilton Hotels Corporation
9336 Civic Center Drive
Beverly Hills, CA 90210
(213) 278-4321

Ms. Lesley Berkovitz, Vice President
Human Resources
Hit or Miss
100 Campanelli Parkway
Stoughton, MA 02072
(617) 344-0800

Mr. Ned Cardenas, Manager
Advertising and Sales Promotion
Hitachi, Ltd.
Hitachi Sales Corporation of America
401 West Artesia Boulevard
Compton, CA 90220
(213) 537-8383

Mr. Larry Biggert, Manager
Guest Assistance
Holiday Inns
3781 Lamar Avenue
Memphis, TN 38195
(901) 362-4827

Dr. Phil Hudspeth, Vice President Research
Quality Assurance
Holly Farms
P.O. Box 88
Wilkesboro, NC 28697
(919) 838-2171

Ms. M.J. Brenne, Public Affairs Manager
Home Owners Warranty Corporation (HOW)
2000 L Street, N.W.
Washington, DC 20036
(202) 463-4600
1 (800) 222-3380
(toll free in Pennsylvania)
1 (800) CALL-HOW
(toll free outside Pennsylvania and DC)

Mr. Ray Gwin, Manager
Consumer Affairs
Residential Division
Honeywell, Inc.
1885 Douglas Drive
Golden Valley, MN 55422
(612) 542-7354
1 (800) 328-5194 (toll free)

Mr. Robert N. Cowie
Director of Consumer Affairs
Hoover Company
101 East Maple
North Canton, OH 44720
(216) 499-9200, ext. 2294

Customer Service Division
The Horchow Collection
13800 Diplomat Drive
Dallas, TX 75265
(214) 484-6800

Hormel
see George A. Hormel and Co.

Hostess
see Continental Baking Co.

Mrs. Joyce Bryant, Vice President
Consumer Affairs
Household Financial Services
2700 Sanders Road
Prospect Heights, IL 60070
(312) 564-5000

Ms. Sue Politica, National Manager
Guest Services
Howard Johnson Lodging
710 Route 46 East
Fairfield, NJ 07007
(201) 882-1880

Ms. Dala Via, Consumer Relations
Huffy Corporation
7701 Byers Road
Miamisburg, OH 45342
(513) 866-6251

Customer Relations
Humana Inc.
P.O. Box 1438
Louisville, KY 40201
(502) 580-1200

Ms. Karla Novak, Manager
Consumer Affairs
Hyatt Hotels & Resorts
3424 North 90th Street
Omaha, NE 68134
1 (800) 228-3336 (toll free)

I

Mr. John F. Akers, Chairman of the Board
IBM Corporation
Old Orchard Road
Armonk, NY 10504
(914) 765-5546

Manager, Consumer Affairs
Illinois Bell
225 West Randolph Street, Room 10D
Chicago, IL 60606
(312)727-3386
1 (800) 972-8002 (toll free)

Mr. Frank Thomas
Consumer Affairs Director
Indiana Bell
220 North Meridian Street, Room 1825
Indianapolis, IN 46204
(317) 265-5339
1 (800) 882-2812 (toll free)

Communications Department
International Dairy Queen, Inc.
5701 Green Valley Drive
Minneapolis, MN 55435
(612) 830-0200

J

Mr. George Stasick
J.C. Penney Company
1301 Avenue of the Americas
New York, NY 10019
(212) 957-7282

Mr. James Bennett
Customer Relations Manager
JVC Company of America
41 Slater Drive
Elmwood Park, NJ 07407
(201) 794-3900

Mr. Murray Taylor, Manager
Customer Service
Jackson & Perkins Nursery Stock
2518 South Pacific Highway
Medford, OR 97501
(503) 776-2362

Ms. Eileen Guernsey
Consumer Affairs Manager
James River Corporation Dixie Products
P.O. Box 6000
Norwalk, CT 06856
(203) 854-2469

Ms. Ophelia Millon
Consumer Affairs Manager
James River Corporation Towel and Tissue
P.O. Box 6000
Norwalk, CT 06856
1 (800) 243-5384 (toll free)

Jenn-Air Company
see Maycor

Mr. Norman Chambers, Vice President
Passenger Service
Jet America Airlines
3521 East Spring Street
Long Beach, CA 90806
(213) 492-6046

Jhirmack
see Playtex, Inc.

Ms. Charlotte Kelts
Customer Service Manager
Jockey International, Inc.
2300 60th Street
Kenosha, WI 53140
(414) 658-8111

John Deere Company
John Deere Road
Moline, IL 61265
(309) 752-8000

Ms. Sandra L. Willett
Second Vice President, Consumer Affairs
John Hancock Financial Services
P.O. Box 111
Boston, MA 02117
(617) 572-6272

Johnny Appleseed's, Inc.
50 Dodge Street
Beverly, MA 01915
1 (800) 225-5051 (toll free)

Ms. Dorothy D. Matsu, Director
Consumer and Professional Services
Johnson & Johnson Baby Products Company
Grandview Road
Skillman, NJ 08558
1 (800) 526-3967 (toll free)

Ms. Jane Yates, Vice President
Consumer Affairs and Public Relations
Johnson & Johnson Products, Inc.
501 George Street
New Brunswick, NJ 08903
1 (800) 526-2433 (toll free)

Complaint Department
Johnson Publishing Company
820 South Michigan Avenue
Chicago, IL 60605
(written complaints only)

Mr. Jerry Taylor, Vice President
Advertising and Marketing
Jordache Enterprises, Inc.
498 7th Avenue
New York, NY 10018
(212) 279-7343

K

Mr. James McNerney, Director
Customer Relations
K Mart Corporation
3100 West Big Beaver Road
Troy, MI 48084
(313) 643-1643

Ms. Annette Watkins, Manager
Consumer Relations
Rug and Carpet Division
Karastan Mills
P.O. Box 130
Eden, NC 27288
(919) 627-3400
1 (800) 334-1181 (toll free)

Consumer Services
Kawasaki Motorcycles
P.O. Box 25252
Santa Ana, CA 92799
(714) 770-0400

Ms. Andra L. Evans
Consumer Relations Manager
Kayser-Roth Hosiery, Inc.
2306 West Meadowview Road
Greensboro, NC 27407
(919) 852-6300

Ms. Judy Peters, Supervisor
Customer Relations
Keebler Company, Inc.
One Hollow Tree Lane
Elmhurst, IL 60126
(312) 833-2900

Ms. Muriel N. Cleary, Manager
Consumer Affairs
Kellogg Company
P.O. Box 3599
Battle Creek, MI 49016
(616) 961-2277

Kelvinator Appliance Company see White Consolidated Industries

Mr. Gary Bolden, Manager
Product Service
The Kelly Springfield Tire Company
Willowbrook Road
Cumberland, MD 21502
(301) 777-6016

Ms. Dee Atkinson
Consumer Relations Manager
Kemper Group
Corporate Relations F-6
Long Grove, IL 60049
(312) 540-2122

Consumer Affairs
Kenner Products
1014 Vine Street
Cincinnati, OH 45202
(513) 579-4041

Ms. Cindy Van Grinsven, Director
Consumer Services
Kimberly-Clark Corporation
P.O. Box 2020
Neenah, WI 54956
(414) 721-5604

Kingsford Products Company see Clorox Company

Ms. Kathleen Runge
Manager of Consumer Services
Kitchens of Sara Lee
500 Waukegan Road
Deerfield, IL 60015
(312) 948-6138

Mr. T. H. Combs, Product Manager
Kodiak Smokeless Tobacco
813 Ridge Lake Boulevard
Memphis, TN 38119
(901) 761-2050

Mr. Paul Scholten, Manager
Service for Engines
Kohler Company
Kohler, WI 53044
(414) 457-4441

Mr. Allen Wilson, Manager
Services for Generators
Kohler Company
Kohler, WI 53044
(414) 457-4441

Mr. Mark Grunow, Manager
Consumer Affairs
Plumbing Products
Kohler Company
Kohler, WI 53044
(414) 457-4441

Consumer Service Department
Kraft, Inc.
Kraftcourt
Glenview, IL 60025
1 (800) 323-0768 (toll free)

Ms. Judy Ball
Customer Relations Manager
Kroger Company
1014 Vine Street
Cincinnati, OH 45201
(513) 762-1532
1 (800) 632-6900
(toll free—meat and seafood)

Mr. Ray Serina, Vice President
Operations
Krystal Company
One Union Square
Chattanooga, TN 37402
(615) 757-1550

L

Mr. Stephen L. Markos
Manager of Consumer Services
La-Z-Boy Chair Company
1284 North Telegraph Road
Monroe, MI 48161
(313) 242-1444

Mr. David Drum, Vice President
Marketing
Lamaur, Inc.
5601 East River Road
Minneapolis, MN 55432
(612) 571-1234

Ms. Arlene Stansfield, Director
Consumer Affairs
Land O'Lakes, Inc.
P.O. Box 116
Minneapolis, MN 55440
1 (800) 328-4155 (toll free)

Customer Service
Land's End
One Land's End Lane
Dodgeville, WI 53595
1 (800) 356-4444 (toll free)

Mr. Donald Tucker, Manager
Customer Service
Lane Furniture
P.O. Box 151
Altavista, VA 24170
(804) 369-5641

Mr. John Gray, Director
Customer Services
Lechmere
275 Wildwood
Woburn, MA 01801
(617) 935-8320

Ms. Christine Anderson, Customer Service
Lee Apparel Company, Inc.
P.O. Box 2940
Shawnee Mission, KS 66201
(913) 384-4000

Ms. Julie Jenkins
Customer Service Manager
L'Eggs Brands, Inc.
P.O. Box 748
Rural Hall, NC 27098
(919) 744-4213

Ms. Jane Krupa, Manager
Consumer Relations
Lehn & Fink Products Group
225 Summit Avenue
Montvale, NJ 07645
(201) 573-5673, 5700

Leichtung, Inc.
4944 Commerce Parkway
Cleveland, OH 44128
(216) 831-7645
1 (800) 654-7817 (toll free)

Leichtung, Inc./D.R.I.
P.O. Box 28114
Warrensville, OH 44128
1 (800) 237-5907 (toll free)

Lennox Industries
P.O. Box 809000
Dallas, TX 75380
(214) 980-6000

Consumer Service Manager
Lever Brothers Corporation
390 Park Avenue
New York, NY 10022
(800) 451-6679 (toll free)

Ms. Carol Yenne, Manager
Consumer Services
Levi Strauss & Co.
1155 Battery Street
San Francisco, CA 94111
1 (800) 227-5600 (toll free)

Ms. Eleanor Eckardt, Vice President
Consumer Relations
Levitz Furniture Corporation
611 Broken Sound Parkway, N.W.
Boca Raton, FL 33431
1 (800) 523-2572 (toll free in Florida)
1 (800) 631-4601 (toll free outside Florida)

Ms. Carol Tucker
Customer Service Manager
Levolor-Lorentzen, Inc.
720 Monroe Street
Hoboken, NJ 07030
1 (800) 225-1988 (toll free)

Ms. Jeannine Collins, Supervisor
Consumer Service Department
Lewis Galoob, Inc.
500 Forbes Boulevard
San Francisco, CA 94080
(415) 952-1678
1 (800) 2-GALOOB (toll free in California)
1 (800) 4-GALOOB
(toll free outside California)

Mr. Edward T. Frackiewicz
Administrative Assistant
Liberty Mutual Insurance Group
175 Berkeley Street
Boston, MA 02117
(617) 357-9500

Customer Service
Life Fitness Products
10601 West Belmont
Franklin Park, IL 60131
1 (800) 351-3737 (toll free)

Lillian Vernon Corporation
510 South Fulton Avenue
Mount Vernon, NY 10550
(914) 633-6400

Mr. Alfred Dietzel, Vice President
Financial and Public Relations
The Limited, Inc.
Two Limited Parkway
P.O. Box 16000
Columbus, OH 43216
(614) 475-4000

Mr. Arthur Bruns, Manager
Customer Relations
Litton Microwave Cooking Products
P.O. Box 1976
Memphis, TN 38101
(901) 366-3300

L.L. Bean, Inc.
Casco Street
Freeport, ME 04033
1 (800) 341-4341 (toll free)
(207) 865-9407 (TDD)

Lone Star Brewing Company
see G. Heileman Brewing Company

Ms. Linda Kiesel
Special Assistant to the President
Long John Silver's
101 Jerrico Drive
P.O. Box 11988
Lexington, KY 40579
(606) 268-5211

L'Oreal
see Cosmair, Inc.

Mr. Charles Meadows, Customer Relations
Lorillard, Ltd.
2525 East Market Street
Greensboro, NC 27420
(919) 373-6669

Ms. Laura Morgan
Public Relations Department
Los Angeles Times
Times Mirror Square
Los Angeles, CA 90053
(213) 237-6999

Ms. Judy Decker
Communications Coordinator
Lucky Stores, Inc.
P.O. Box BB
Dublin, CA 94568
(415) 833-6000

M

Consumer Affairs Department
M&M/Mars, Inc.
High Street
Hackettstown, NJ 07840
(201) 852-1000

Ms. Marie A. Lentz, Director
Customer Services
MAACO Enterprises, Inc.
381 Brooks Road
King of Prussia, PA 19406
1 (800) 523-1180
(toll free outside Pennsylvania)

Public Information
MCA, Inc.
100 Universal City Plaza
Universal City, CA 91608
(818) 777-1000

MTV Networks, Inc.
see Viacom International, Inc.

Mr. Michael McPherson, Vice President
Customer Service
Macy's New York
151 West 34th Street
New York, NY 10001
(212) 560-4277

Magic Chef
see Maycor

Magnavox
see NAP Consumer Electronics Corporation

Mr. Ross DeMaris
Consumer Relations Manager
Mannington Mills, Inc.
P.O. Box 30
Salem, NJ 08079
(609) 935-3000

Ms. Jane Brady
Manufacturers Hanover Trust Company
270 Park Avenue
New York, NY 10017
(216) 286-7370

Professional Services Department
Manor Care Healthcare
10770 Columbia Pike
Silver Spring, MD 20901
(301) 681-9400
1 (800) 637-1400
(toll free outside Maryland)

Manville Corporation
P.O. Box 5108
Denver, CO 80217
(303) 978-2000

Mr. William Guinty, Manager
Regulatory Affairs
Marion Labs
Consumer Products Division
Marion Park Drive
Kansas City, MO 64134
(816) 966-5000

Mr. Ray Stone
Director of Consumer Affairs
Marriott Corporation
One Marriott Drive
Washington, DC 20058
(301) 294-3601

Ms. Norma Vinick
Customer Service Center
Massachusetts Mutual Life Insurance Company
1295 State Street
Springfield, MA 01111
(413) 788-8411

MasterCard International
(contact issuing bank)

Mr. Joseph Dillon, President
Matsushita Servicing Company
50 Meadowlands Parkway
Secaucus, NJ 07094
(201) 348-7000

Ms. Tammy Longworth, Director
Consumer Affairs
Mattel Toys, Inc.
5150 Rosecrans
Hawthorne, CA 90250
(213) 978-6127
1 (800) 421-2887
(toll free outside California)

Max Factor
see Revlon

Consumer Affairs
Maxicare Health Plans, Inc.
5200 West Century Boulevard
Los Angeles, CA 90045
(213) 568-9000 (after 12 noon EST)

Maxwell House
see General Foods

Mr. James F. Harner, Senior Vice President
Customer Service and Operations
May Department Stores Co.
611 Olive Street
St. Louis, MO 63101
(314) 342-4336

Maybelline
see Plough, Inc.

Maycor Appliance, Parts, and Service Company
240 Edwards Street, S.E.
Cleveland, TN 37311
(615) 472-3333

Customer Service Department
Mayflower Corporation
P.O. Box 107 B
Indianapolis, IN 46206
(317) 875-1000

Maytag
see Maycor

Ms. Mary Randisi, Director
Consumer Affairs
McCormick & Company, Inc.
414 Light Street
Baltimore, MD 21202
(301) 547-6273

Ms. Debra Wiles, Manager
Communications and Public Relations
McCrory Stores
2955 East Market Street
York, PA 17402
(717) 757-8181

Ms. Nancy Gardner, Supervisor
Customer & Community Relations
McDonald's Corporation
McDonald's Plaza
Oak Brook, IL 60521
(312) 575-6198

Mr. Tom Mershon, Customer Service
McGraw-Hill, Inc.
Princeton Road
Hightstown, NJ 08520
(609) 426-7600

Consumer Services
McKee Baking Company
P.O. Box 750
Collegedale, TN 37315
(615) 238-7111

Vice President Marketing
McKesson Water Division
4500 York Boulevard
Los Angeles, CA 90041
(213) 259-2000

Ms. Alexa C. Berret, Supervisor
Consumer Affairs
McNeil Consumer Products Company
Camp Hill Road
Fort Washington, PA 19034
(215) 233-7000

Mr. James Linen, Executive Vice President
Media General, Inc.
333 East Grace Street
Richmond, VA 23219
(804) 649-6000

Mr. Richard Hooker
Customer Service Representative
Meineke Discount Muffler
128 South Tryon Street, Suite 900
Charlotte, NC 28202
(704) 377-8855
1 (800) 231-8877
(toll free outside of North Carolina)

Customer Service Department
Melitta, Inc.
1401 Berlin Road
Cherry Hill, NJ 08003
(609) 428-7202

Ms. Sandra J. McLaughlin
Group Head
Corporate Affairs Group
Mellon Bank Corporation
One Mellon Center, Room 539
Pittsburgh, PA 15258
(412) 234-4003

Mr. Bruce Stanley
Head of Consumer Relations
Mem Company, Inc.
Union Street
P.O. Box 928
Northvale, NJ 07647
(201) 767-0100

Ms. Mary Ann Molnar
Consumer Relations Administrator
Mennen Company
Morristown, NJ 07960
(201) 631-9000

Ms. Stacy Fitzgerald, Product Manager
Mentholatum Company
1360 Niagara Street
Buffalo, NY 14213
(716) 882-7660

Director, Customer Relations
Mercury Marine
P.O. Box 1939
Fond Du Lac, WI 54935
(414) 929-5000

Mr. Dave Smith, Manager
Customer Service
Merillat
5353 West U.S. 223
Adrian, MI 49221
(517) 263-0771

Mr. Dennis J. Skorewicz
Manager of Customer Service
Merrill Lynch, Pierce, Fenner & Smith, Inc.
165 Broadway
New York, NY 10080
(212) 637-0891

Ms. Linda Evans, Manager
Consumer Affairs
Mervyn's
25001 Industrial Boulevard
Hayward, CA 94545
(415) 786-8337

Mr. Bruce C. Hemer, Director
Consumer Affairs
Metropolitan Life and Affiliated Companies
One Madison Avenue
New York, NY 10010
(212) 578-2544

Mr. Martin J. Wertheim, Manager
Consumer Relations
Michelin Tire Corporation
Patewood Executive Plaza
Two Patewood Court
Greenville, SC 29602
(803) 234-5000

Ms. Carol Arold, Division Manager
Community Relations
Michigan Bell Telephone Co.
1365 Cass Avenue, Room 1600
Detroit, MI 48226
(313) 223-7224
1 (800) 482-3141 (toll free TDD)

Ms. Valerie A. Beyer
Customer Service Manager
Michigan Bulb Company
1950 Waldorf, N.W.
Grand Rapids, MI 49550
(616) 453-6793

Mr. Ray Anderson, Owner
Mid-Michigan Surgical Supply
360 Capitol, N.E.
Battlecreek, MI 49017
(616) 962-9541

Ms. Sara Mason, Manager
Consumer Relations
Midas International
225 North Michigan Avenue
Chicago, IL 60601
(312) 565-7500
1 (800) 821-8545
(toll free outside Illinois)

Mr. Bob Ogle, Manager
Consumer Affairs
Midway Airlines
5700 South Cicero
Chicago, IL 60638
(312) 838-4494

Customer Service
Miles Kimball
41 West 8th Avenue
Oshkosh, WI 54906
(written inquiries only)

Ms. Debra K. Wood
Consumer Service Representative
Milton Bradley Company
443 Shaker Road
East Long Meadow, MA 01028
(413) 525-6411

Ms. Nancy Lund
Director of Product Evaluation
Minnetonka Corporation
Jonathan Industrial Park
Chaska, MN 55318
(612) 448-4181
1 (800) 247-8428
(toll free outside Minnesota)

Mr. George Manning, National Manager
Consumer Relations
Minolta Corporation
101 Williams Drive
Ramsey, NJ 07446
(201) 825-4000

Technical Services
Minwax Wood Products
102 Chestnut Ridge Plaza
Montvale, NJ 07645
1 (800) 526-0495 (toll free)

Miracle Gro Products, Inc.
P.O. Box 888
Port Washington, NY 11050
(516) 883-6550

Mr. Gordon Remala, Manager
Consumer Relations
Mitsubishi Electric Sales of America, Inc.
5757 Plaza Drive
P.O. Box 6007
Cypress, CA 90630
(714) 220-2500
1 (800) 262-1299 (toll free in California)
1 (800) 421-1140
(toll free outside California)

Mr. C.F. Hehge, Manager
Customer Relations
Mobil Oil Corporation
3225 Gallows Road
Fairfax, VA 22037
(703) 849-3886

Ms. M.E. Bachofer
Customer Services Manager
Mobil Oil Credit Corporation
210 West Tenth Street
Kansas City, MO 64105
(816) 391-9100
1 (800) 237-3719
(toll free outside Missouri)

Mr. Thomas J. Slocum, Director
News Bureau
Monsanto Company
800 North Lindbergh Boulevard
St. Louis, MO 63167
(314) 694-2883

Customer Service
Monet Jewelers
Number Two Lonsdale Avenue
Pawtucket, RI 02860
(401) 728-9800
(401) 212-7254

Mr. Kenneth Darre
Consumer Affairs Manager
Montgomery Ward
One Montgomery Ward Plaza
Chicago, IL 60671
(312) 467-2626

Mr. Kenneth C. Cummins, Vice President
Secretary and General Counsel
Morse Shoe Company
555 Turnpike Street
Canton, MA 02021
(617) 828-9300

Ms. Jane Dudley
Consumer Affairs Administrator
Morton Salt
110 North Wacker Drive
Chicago, IL 60606
(312) 807-2694

Director of Marketing
Motorola, Inc.
1303 East Algonquin Road
Schaumburg, IL 60196
(312) 397-5000

Mr. Paul Murphy
Murphy-Phoenix Co.
23811 Chagrin Boulevard
Beachwood, OH 44122
(216) 831-0404

Ms. Virginia Callahan, Manager
Customer Complaint Department
Mutual Life Insurance Company of New York (MONY)
Glenpoint Center
500 Frank W. Burr Boulevard
Mail Drop 71-7
Teaneck, NJ 07666
(201) 907-6651

Mr. Len Tondl, Executive Vice President
Director of Public Relations
Mutual of Omaha Insurance Co.
Mutual of Omaha Plaza
Omaha, NE 68175
(402) 342-7600

N

Mr. R.M. Hellman, Manager
Consumer Affairs
NAP Consumer Electronics Corporation
P.O. Box 555
Jefferson City, TN 37760
(615) 475-3801

Audience Services
NBC, Inc.
30 Rockefeller Plaza
New York, NY 10112
(212) 664-2333

Mr. Greg VanZandt
Consumer Affairs Manager
NEC Home Electronics USA
1255 Michael Drive
Wood Dale, IL 60191
(312) 860-9500
1 (800) 323-1728
(toll free outside Illinois)

Ms. Marguerite A. Leahy, Senior Manager
Consumer Information
Nabisco Brands, Inc.
East Hanover, NJ 07936
(201) 884-4000

Ms. Jean M. Otte, Vice President
Consumer and Sales Services
National Car Rental System, Inc.
7700 France Avenue, South
Minneapolis, MN 55435
(612) 830-2121
1 (800) 367-6767
(toll free outside Minnesota)

Mr. Bob Dowdell
Director of Educational Centers
National Education Corporation
1732 Reynolds Street
Irvine, CA 92714
(714) 261-7606

Mr. Bill Campbell, Vice President
National Paragon Corporation
4360 Main Street
Philadelphia, PA 19127
(215) 482-9800

Mr. Vern Lange, Service Department
National Presto Industries, Inc.
3925 North Hastings Way
Eau Claire, WI 54703
(715) 839-2121

Mr. John T. Doulin
Customer Relations Officer
Nationwide Insurance Company
One Nationwide Plaza, 34th Floor
Columbus, OH 43216
(614) 249-6334

Customer Service Department
Neiman-Marcus
2620 North Haskell Avenue
P.O. Box 2142
Dallas, TX 75262
(214) 821-4000
1 (800) 442-2274 (toll free in Texas)
1 (800) 527-1767 (toll free outside Texas)

Ms. Karen P. Stanmyre, Manager
Consumer Affairs
Nestle Foods Corporation
100 Manhattanville Road
Purchase, NY 10577
(914) 251-3000

Ms. Alene Lain, Consumer Relations
Neutrogena Corporation
5755 West 96th Street
Los Angeles, CA 90045
(213) 642-1150
1 (800) 421-6857
(toll free outside California)

New York Air
see Continental Airlines

Mr. Charles C. Smith
Corporate Vice President
New York Life Insurance Company
51 Madison Avenue
New York, NY 10010
(212) 576-5081

Mr. Robert P. Smith, Manager
Advertising Acceptibility Department
New York Times Company
229 West 43rd Street
New York, NY 10036
(212) 556-7171

Customer Service Representative
Newsweek, Inc.
P.O. Box 404
Livingston, NJ 07039
(212) 350-4000
1 (800) 631-1040
(toll free subscriber service only)

Customer Service
Nexxus Products
P.O. Box 1274
Santa Barbara, CA 93116
(805) 968-6900

Ms. Nancy L. Testani, Director
System Consumer Affairs
Niagara Mohawk Power Corporation
300 Erie Boulevard West
Syracuse, NY 13202

Ms. Jackie Evey, Supervisor
Consumer Services
Nike, Inc.
9300 Nimbus Road
Beaverton, OR 97005
(503) 644-9000
1 (800) 344-6453 (toll free outside Oregon)

Ms. Kimberly Nicolla, Customer Relations
Nikkal Industries
562 Lynnhaven Parkway
Virginia Beach, VA 23452
(804) 431-2818
1 (800) 334-4559
(toll free outside Virginia)

No Nonsense
see Kayser-Roth Hosiery, Inc.

Ms. Patricia Peters, Vice President
Investor Relations
NordicTrack Exerciser
524 Main Street
Acton, MA 01720
(617) 264-4155

Norge
see Maycor

Mr. Terry Leitz, Manager
Consumer Affairs/Field Service
North American Philips
Consumer Electronics Division
P.O. Box 555
Jefferson City, TN 37760
(615) 475-3801

Ms. Amy Grant
Marketing Servicing Manager
North American Watch Corporation
650 Fifth Avenue
New York, NY 10019
(212) 397-7800

Mr. John Rantz, Director
Product Performance
Northern Electric Company
1621 Highway 15 North
P.O. Box 247
Laurel, MS 39441
(601) 649-6170

Ms. Hedy Hughes, Director
Customer Relations
Northwest Airlines
M/S A5100 Minneapolis/St. Paul
International Airport
St. Paul, MN 55111
(612) 726-2046

Mr. Thomas W. Towers, Manager
Public Relations
Northwestern Mutual Life Insurance Company
720 East Wisconsin Avenue
Milwaukee, WI 53202
(414) 271-1444

Ms. Anita Davis, Director
Customer Relations
Norwegian Caribbean Lines
One Biscayne Tower
Miami, FL 33131
(305) 358-6670
1 (800) 327-9020
(toll free outside Florida)

Ms. Peggy Hill, Product Manager
Nostrilla
Boehringer Ingelheim
90 East Ridge
P.O. Box 368
Ridgefield, CT 06877
(203) 798-9988

Ms. Betty Ridgely, Director
Consumer Services
Noxell Corporation
11050 York Road
Hunt Valley, MD 21030
(301) 785-4411

Nu Tone
see Scoville, Inc.

O

Ms. Linda Compton, Consumer Affairs
Ocean Spray Cranberries Inc.
225 Water Street
Plymouth, MA 02360
(617) 747-7407

Mr. Jordan Henderson, District Manager
Consumer Affairs
Ohio Bell Telephone Company
45 Erie View, Room 868
Cleveland, OH 44114
(216) 822-2209

O'Keefe & Merit Appliances
see White Consolidated Industries

Ms. Gay F. Gandrow, Director
Marketing Services
Olan Mills, Inc.
4325 Amnicola Highway
P.O. Box 23456
Chattanooga, TN 37422
(615) 622-5141

Mr. Ralph LePore, Manager
Camera Service
Olympus Optical Company, Ltd.
145 Crossways Park
Woodbury, NY 11797
(516) 364-3000
1 (800) 433-0880 (toll free—information)

Ms. Bridget Burke
Consumer Relations Representative
Oneida, Ltd.
Kenwood Station
Oneida, NY 13421
(315) 361-3000

Orkin
see Rollins, Inc.

Ms. Clare B. LeBrun, Manager
Consumer Affairs
Ortho Consumer Products
P.O. Box 7144
San Francisco, CA 94120
(415) 894-4500

Orville Redenbacher
see Beatrice Companies, Inc

OSCO Drugs
see American Stores Company

Consumer Response
Oster Company
5055 North Lydell Avenue
Milwaukee, WI 53217
(414) 332-8300
1 (800) 356-7837 (toll free)

Mr. Bob Schroer, Manager
Field and Customer Services
Outboard Marine Corporation
100 Sea Horse Drive
Waukegan, IL 60085

Ms. Margie Meeks, Supervisor
Inquiry Clerk
Owens-Corning Fiberglas Corporation
Fiberglas Tower
Toledo, OH 43659
(419) 248-8000

P

Executive Offices
Pacific Bell
140 Montgomery Street
San Francisco, CA 94105
1 (800) 592-6500 (toll free in California)

Mr. Larry Ash, Director of Communications
Pacific Lighting Corporation
810 South Flower Street
Los Angeles, CA 90017
(213) 689-4178

Ms. Linda McKnown, Supervisor
Consumer Affairs
Pacific Southwest Airlines
P.O. Box 85385
San Diego, CA 92138
(619) 574-2314

Mr. James Stivens, Vice President
Customer Services
PaineWebber, Inc.
120 Broadway
New York, NY 10271
(212) 437-2087

Ms. Dawn Fiss, Director
Consumer Affairs
Pan American World Airways
200 Park Avenue
Pan Am Building
New York, NY 10166
(212) 880-6139

Panasonic
see Matsushita Servicing Company

Paper Art Company
see Mennen Company

Parke-Davis
see Warner-Lambert Company

Mr. David H. Clark
National Technical Service Manager
Pennzoil Products Company
P.O. Box 2967
Houston, TX 77252
(713) 546-4262

Mr. Joseph Pollard
Corporate Vice President
Public Relations
Peoples Drug Stores, Inc.
6315 Bren Mar Drive
Alexandria, VA 22312
1 (800) 572-0267 (toll free inside Virginia)
1 (800) 336-4990 (toll free outside Virginia)

People Express
see Continental Airlines

Ms. Ellen Woznica, Manager
Consumer Services
Pepperidge Farm, Inc.
Westport Avenue
Norwalk, CT 06856
(203) 846-7276

Ms. Christine Jones
Manager, Consumer Affairs
Pepsi Cola Company
Route 35 and 100
Somers, NY 10589
(914) 767-7218

Ms. Connie Littleton
Director of Advertising
Perdue Farms
P.O. Box 1537
Salisbury, MD 21801
(301) 543-3000
1 (800) 638-1150
(toll free outside Maryland)

Ms. Phyllis Wolfe, Manager
Consumer Affairs
Personal Products Company
Van Liew Avenue
Milltown, NJ 08850
1 (800) 631-5294 (toll free)

Ms. Joyce Holer
Consumer Affairs Correspondent
Pet Incorporated
P.O. Box 392
St. Louis, MO 63166
(314) 621-5400

Ms. Hazel Morris, Vice President
Consumer Affairs
Pet Incorporated
Frozen/Bakery Group
P.O. Box 392
St. Louis, MO 63166
(314) 621-5400

Ms. Janet Toumbough, Director
Consumer Affairs
Pet Incorporated
Grocery Group
P.O. Box 392
St. Louis, MO 63166
(314) 621-5400

Marketing Department
Pfizer Consumer Products
235 East 42nd Street
New York, NY 10017
(212) 573-2323

Ms. Karen Vogl, Associate Director
Consumer Response
Pillsbury Company
2621 Pillsbury Center
Minneapolis, MN 55402
(612) 330-4728

Philco
see NAP Consumer Electronics Corporation

Ms. Lois Heywood, Manager
Corporate Support Programs
Philip Morris, Inc.
120 Park Avenue
New York, NY 10017
(212) 880-3489

Public Relations
Phillips Petroleum Company
16 Phillips Building
Bartlesville, OK 74004
(918) 661-1215

Ms. Carolyn Kumle, Operations Support
Photo Corporation of America Photo Service
PCA International, Inc.
801 Crestdale Avenue
Matthews, NC 28105
(704) 847-8011

Piaget
see North American Watch Corporation

Mr. Allen Johnson, Director
Baggage Services
Piedmont Airlines, Inc.
Charlotte Douglas International Airport
P.O. Box 19004
Charlotte, NC 28219
1 (800) 342-1706
(toll free in North Carolina)
1 (800) 826-2033
(toll free outside North Carolina)
(baggage complaints only)

Ms. Deborah Thompson, Director
Customer Relations
Piedmont Airlines, Inc.
1 Piedmont Plaza
Winston-Salem, NC 27156
(919) 770-8206

Pierre Cardin
see American Cyanamid Company

Mr. Sol Fields, Division Manager
Customer Service
Pioneer Electronics Service, Inc.
P.O. Box 1760
Long Beach, CA 90801
1 (800) 421-1404 (toll free)

Playskool
see Hasbro, Inc.

Ms. Dawn Tedeschi, Manager
Consumer Affairs
Playtex, Inc.
215 College Road, P.O. Box 728
Paramus, NJ 07652
(201) 265-8000
1 (800) 624-0825
(toll free in New Jersey)
1 (800) 222-0453
(toll free outside New Jersey)

Ms. Elizabeth Thomas, Director
Consumer Relations
Plough, Inc.
3030 Jackson Avenue
Memphis, TN 38151
(901) 320-2386

Customer Service Department
Polaroid Corporation
784 Memorial Drive
Cambridge, MA 02139
(617) 577-2000
(collect calls within Massachusetts)
1 (800) 343-5000
(toll free outside Massachusetts)

Ms. Pieter Roeloff, Vice President
Operations
Ponderosa, Inc.
P.O. Box 578
Dayton, OH 45401
(513) 454-2400

Mr. David Lundstedt, Product Manager
Prestone
39 Old Ridgebury Road
Danbury, CT 06817
(203) 794-3930

Princeton Pharmaceutical Products
see Squibb Corporation

Ms. Dorothy Puccini, Manager
Consumer Services
Procter & Gamble Co.
P.O. Box 599
Cincinnati, OH 45201
(513) 562-2200

Mr. James F. Sutor, Vice President
Community Relations and Secretary
Provident Mutual Life Insurance
1600 Market Street
Philadelphia, PA 19101
(215) 636-5000

Ms. Pat Lucey, Associate Vice President
Client Relations
Prudential Bache Securities, Inc.
100 Gold Street
New York, NY 10292
(212) 791-4175

Mr. Ethan I. Davis, CLU, FLMI
Vice President
Individual Insurance Services
Prudential Insurance Company of America
One Washington Building
Newark, NJ 07101
(201) 877-7340

Ms. Dorothy Light, Esq., Vice President
Public Affairs
Prudential Property & Casualty Company
23 Main
Holmdel, NJ 07733
(201) 946-5226

Mr. Dave Sayer (sweepstakes)
Ms. Judy Nogle (magazines)
Advertising Manager
Publishers Clearing House
382 Channel Drive
Port Washington, NY 11050
(516) 883-5432
1 (800) 645-9242
(toll free outside New York)

Mr. Clayton Hollis, Director
Public Relations
Publix Supermarkets
1936 George Jenkins Boulevard
P.O. Box 407
Lakeland, FL 33802
(813) 688-1188
1 (800) 282-4168 (toll free in Florida)

Mr. Frank Hixon, Manager
Customer Relations
Purolator Courier Corporation
131 Morristown Road
Basking Ridge, NJ 07920
1 (800) 553-3333 (toll free)

Q

Ms. Beverly Kloehn
Manager of Consumer Response
Quaker Oats Company
P.O. Box 9003
Chicago, IL 60604
(312) 222-7843

Mr. Benton H. Faulkner, Manager
Public Relations
Quaker State Corporation
P.O. Box 989
Oil City, PA 16301
(814) 676-7676

Mr. Robert Wayne, Manager
Consumer Relations
Quasar Company
1325 Pratt Boulevard
Elk Grove Village, IL 60007
(312) 228-6366

R

Radio Shack
see Tandy Corporation

Ms. Doris Hewkin, Director
Office of Consumer Affairs
Ralston Purina Company
Checkerboard Square
St. Louis, MO 63164
(314) 982-4566

Mr. David M. Thompson, Vice President
Corporate Communications
Ramada, Inc.
P.O. Box 29004
Phoenix, AZ 85038
(602) 273-4000

Ms. Pamela Gormley, Manager
Customer Relations
Reader's Digest Association, Inc.
Pleasantville, NY 10570
1 (800) 392-2927
(toll free in New York)
1 (800) 431-1246
(toll free outside New York)

Ms. Betty Tagen
Mr. John Andreliunas
Consumer Relations
Reebok
150 Royall Street
Canton, MA 02021
(617) 821-2800
1 (800) 843-4444
(toll free outside Massachusetts)

Ms. Claire Turkiewicz
Customer Service Supervisor
The Regina Company
313 Regina Avenue
Rahway, NJ 07065
(201) 381-1000
1 (800) 847-8336
(toll free outside New Jersey)

Mr. Terry Washburn, Manager
Consumer Affairs
Remco Enterprises, Inc.
P.O. Box 720259
Houston, TX 77272
(713) 530-4900

Mr. John Fullerton, Manager
World Wide Services
Remington Products, Inc.
60 Main Street
Bridgeport, CT 06602
(203) 367-4400

Remington Rifle
see E.I. duPont de Nemours & Co.

Ms. Natalie Korman
Revlon
767 Fifth Avenue
New York, NY 10153
(212) 326-5682

Ms. Susan B. Kerr
Division Consumer Affairs Manager
Reynolds Metals Company
6603 West Broad Street
Richmond, VA 23230
(804) 281-4104

Ms. Kathleen M. Fitzsimmons, Director
Consumer Affairs
Richardson-Vicks, Inc.
Healthcare & Personal Products Division
10 Westport Road
Wilton, CT 06897
(203) 834-5000

Rockport
see Reebok

Mr. Brian Hemon
Assistant Director of Fulfillment Services
Rodale Press, Inc.
33 East Minor Street
Emmaus, PA 18049
1 (800) 441-7761 (toll free)

Mr. William Roisen
Assistant Vice President
Rolex Watch U.S.A., Inc.
665 Fifth Avenue
New York, NY 10022
(212) 758-7700

Ms. Jan Bell, Director
Customer Services
Rollins, Inc.
2170 Piedmont Road, N.E.
Atlanta, GA 30324
(404) 888-2151

Mr. Leo VanVark, Manager
Customer Service
Rolscreen Company
100 Main
Pella, IA 50219
(515) 628-1000

Mr. John Chiles, Quality Assurance
Rorer Group Inc.
500 Virginia Drive
Fort Washington, PA 19034
(215) 628-6416

Ms. Joanne Taddeo, Manager
Consumer Services
Ross Laboratories
625 Cleveland Avenue
Columbus, OH 43215
(614) 227-3758

Mr. Wynelle Sanders, Marketing Secretary
Royal Oak Enterprises, Inc.
35 Glenlake Parkway, Suite 500
Atlanta, GA 30328
(404) 393-1430

Ms. Victoria Trentacost, Manager
Customer Service
Royal Silk Ltd.
45 East Madison Avenue
Clifton, NJ 07011
1 (800) 451-7455 (toll free)

Ms. Ruth A. Chambers, Supervisor
Consumer Services
Rubbermaid, Inc.
1147 Akron Road
Wooster, OH 44691
(216) 264-6464

Rustler Jeans
see Blue Bell, Inc.

Ms. Ann Salanty
Manager of Customer Service
Ryder Truck Rental
P.O. Box 020816
Miami, FL 33102
1 (800) 327-7777
(toll free outside Florida)

Ms. Lorraine Frost
Administrative Assistant to the President
Ryland Homes
P.O. Box 4000
Columbia, MD 21044
(301) 730-7222

S

7-Eleven Food Stores
see The Southland Corporation

SFS Corporation
Customer Information Center
1 (800) 421-5013 (toll free)

Mr. Paul Nigro, Marketing Manager
STP Corporation
39 Old Ridgebury Road
Danbury, CT 06817
(203) 794-3930

Ms. Feliola del Campo
Public Affairs Department Manager
Safeway Stores, Inc.
Oakland, CA 94660
(415) 891-3267

Samsonite
see Beatrice Companies, Inc.

Mr. Mike McGrame
Sandoz Company
Highway 56 and Interstate 80
P.O. Box 83288
Lincoln, NE 68501
(402) 464-6311

Sanyo Electric Inc.
see SFS Corporation

Sara Lee
see Kitchens of Sara Lee

Consumer Relations Department
Schwinn Bicycle Company
217 North Jefferson Street
Chicago, IL 60606
(312) 454-7400

Ms. Janet Jones, Manager
Consumer Relations Operations
Scott Paper Company
Scott Plaza Two
Philadelphia, PA 19113
(215) 522-6170
1 (800) 835-7268
(toll free outside Pennsylvania)

Mr. Ralph Profitt
Director of Consumer Relations
Nu Tone Division
Scoville, Inc.
Madison and Red Bank Roads
Cincinnati, OH 45227
(513) 527-5100
1 (800) 582-2030 (toll free in Ohio)
1 (800) 543-8687 (toll free outside Ohio)

Shareholder Services Representative
Scudder Funds Distributor
160 Federal Street
Boston, MA 02110
1 (800) 225-2470
(toll free outside Massachusetts)

Mr. Clyde Allen, Community Affairs
Joseph E. Seagram & Sons, Inc.
800 Third Avenue
New York, NY 10022
(212) 572-7000

Customer Service Representative
Sealy Mattress Manufacturing Company
1300 East Ninth Street
Cleveland, OH 44114
(216) 522-1310

Ms. Fran DiPalo, Manager
Consumer Affairs
Seaman Furniture Store
70 Charles Lindbergh Boulevard
Uniondale, NY 11553
(516) 222-6011

Customer Service
G.D. Searle and Company
Consumer Products Division
P.O. Box 5110
Chicago, IL 60680
1 (800) 942-5888 (toll free in Illinois)
1 (800) 323-1157 (toll free outside Illinois)

Customer Service
G.D. Searle and Company
Nutrasweet
P.O. Box C-1115
Skokie, IL 60076
(312) 982-7972
1 (800) 321-7254
(toll free outside of Illinois)

Customer Service
G.D. Searle and Company
Pharmaceuticals
P.O. Box 5110
Chicago, IL 60680
1 (800) 942-2586 (toll free in Illinois)
1 (800) 323-1603
(toll free outside Illinois)

Mr. Jerry Hauber, Director
Consumer Relations
Sears, Roebuck and Co.
Department 731 A
Sears Tower
Chicago, IL 60684
(312) 875-5188

Sedgefield Jeans
see Blue Bell, Inc.

Coserv
Seiko Time Corporation
1111 MacGauther Boulevard
Mahwah, NJ 07430
(201) 529-3311

Ms. Rosemarie Martinez
Customer Relations Department
Serta, Inc.
2800 North River Road
Des Plaines, IL 60018
(312) 699-9300

Ms. Florence Chasey-Cohen
Corporate Communications
The Seven-Up Company
P.O. Box 655086
Dallas, TX 75265
(214) 824-0331

Seventeen Magazine
see Triangle Publications, Inc.

Mr. Gene O. Jadwin, General Manager
Customer Relations/Service
Sharp Electronics Corporation
Sharp Plaza
P.O. Box 650
Mahwah, NJ 07430
(201) 529-9140

Customer Service
The Sharper Image
650 Davis Street
San Francisco, CA 94111
1 (800) 344-4444 (toll free)

Mr. Harold Cothern, Manager
Dealer and Customer Inquiries
Shell Oil Company
P.O. Box 2463
Houston, TX 77001
(713) 241-2281

Mr. John Kolb, Manager
Customer Service
Sherwin-Williams Company
101 Prospect Avenue, N.W.
Cleveland, OH 44101
(216) 566-2068

Shoppers Department
Shoney's Inc.
1727 Elm Hill Pike
Nashville, TN 37210
(615) 366-9240

Ms. Mary Ellen Gowin, Manager
Consumer and Public Affairs
Shop Rite Supermarket
600 York Street
Elizabeth, NJ 07207
(201) 527-3342

ShowBiz Pizza
see Brock Hotel Corporation

Ms. Joyce Glover, National Director
Consumer Relations
Simmons U.S.A.
P.O. Box 95465
Atlanta, GA 30347
(404) 321-3030

Mr. Paul Nigro, Marketing Manager
Simonize
39 Old Ridgebury Road
Danbury, CT 06817
(203) 794-3930

Ms. Lillian Crawford
Consumer Affairs Department
Sewing Products Division
Singer Sewing Company
155 Raritan Center Parkway
Edison, NJ 08837
(201) 527-6000

Mr. Mike Minchin
Executive Vice President Marketing
Sizzler Restaurants International
5400 Alla Road
Los Angeles, CA 90066
(213) 827-2300

Skaggs Company
see American Stores Company

Skoal Chewing Tobacco
see U.S. Tea

Law and Compliance Department
Smith Barney, Harris Upham & Co., Inc.
330 West 34th Street
New York, NY 10001
(212) 399-6000

Ms. Rosanne Tyson
Consumer Affairs Administrator
SmithKline Consumer Products
One Franklin Plaza, P.O. Box 8082
Philadelphia, PA 19101
(215) 751-4324

Ms. Vickie Limbach
Manager of Communications
J.M. Smucker Co.
Strawberry Lane
Orrville, OH 44667
(216) 682-0015

Snapper Power Equipment
McDonough, GA 30253
(404) 957-9141

Solar Nutritionals see Thompson Medical Company

Mr. Paul Sonnabend, President
Sonesta International Hotels Corporation
200 Clarendon Street
Boston, MA 02116
(617) 421-5413

Ms. Kathryn M. O'Brien, Manager
Customer Relations
Sony Corporation of America
Sony Service Company
Sony Drive
Park Ridge, NJ 07656
(201) 930-7669

Southern Bell Corporation
32R77 Southern Bell Center
675 West Peachtree Street, N.E.
Atlanta, GA 30375
(404) 529-3638 (information)
(404) 529-3870 (complaints)

Mr. Jim Ruppel, Director
Customer Relations
Southwest Airlines
Love Field
P.O. Box 37611
Dallas, TX 75235
(214) 353-6145

Ms. Shirley Brisbois, Manager
Consumer Relations
Spalding & Evenflo, Inc.
Meadow Street
Chicopee, MA 01021
1 (800) 332-8882
(toll free in Massachusetts)
1 (800) 225-6601
(toll free outside Massachusetts)

Mr. Paul Weiske
Customer Service Manager
Speed Queen Company
P.O. Box 990
Ripon, WI 54971
(414) 748-3121

Mr. Don Currant, Supervisor
Customer Service Department
Spencer Gifts
1050 Black Horse Pike
Pleasantville, NY 08232
(609) 645-5580

Ms. Trina Mohrbacher
Customer Service Manager
Mr. Robert Terry, Vice President
Spiegel, Inc.
Regency Towers
1515 West 22nd Street
Oak Brook, IL 60522
(312) 954-2772

Mr. Thomas White
Springs Industries Inc.
Consumer Fashions Division
104 West 40th Street
New York, NY 10018
(212) 556-6000

Ms. Linda Dickey
Customer Relations Manager
The Southland Corporation
P.O. Box 719
Dallas, TX 75221
(214) 522-5591

Mr. Ralph Jones, Public Affairs
Squibb Corporation
P.O. Box 4000
Princeton, NJ 08540
(609) 921-4279

Mr. Jack Gauthier, Marketing Manager
Stanley Hardware
Division Stanley Works
195 Lake Street
New Britain, CT 06050
(203) 225-5111

Mr. Jim Stahly, Director
Public Relations
State Farm Mutual Automobile Insurance Company
One State Farm Plaza
Bloomington, IL 61701
(309) 766-2714

Ms. Phyllis Buono
Product Complaint Section
Department of Regulatory Affairs
Sterling Drug Inc.
90 Park Avenue
New York, NY 10016
(212) 907-2000, 3149

Ms. Esther Rasmussen, Director
Consumer Relations
Stokely USA, Inc.
626 East Wisconsin Avenue
Oconomowoc, WI 53066
(414) 567-1731

Ms. Christine Filardo, Director
Consumer Affairs
Stop & Shop Supermarkets
P.O. Box 1942
Boston, MA 02105
(617) 770-8895

Ms. Frances D. Karpowicz
Consumer Affairs Department
Stouffer Foods Corporation
5750 Harper Road
Solon, OH 44139
(216) 248-3600

President
Stouffer Restaurant Company
30050 Chagrin Boulevard
Pepper Pike, OH 44124
(216) 464-6606

Ms. Maureen Durand
Quality Assurance Administration Coordinator
The Stroh Brewery Company
100 River Place
Detroit, MI 48207
(313) 446-2000

Ms. Donna Samelson, Manager
Consumer Relations
Sun-Diamond Growers of California
P.O. Box 1727
Stockton, CA 95201
(209) 466-4851

Ms. Diane Ferri
Supervisor Consumer Affairs
Sunbeam Appliance Company
1333 Butterfield Road
P.O. Box 1576
Downers Grove, IL 60515
(312) 719-5000

Subscriber Service
Sunset Magazine
80 Willow Road
Menlo Park, CA 94025

Mr. Richard Wisniewski, Supervisor
Customer Relations
Supermarkets General Corporation
301 Blair Road
Woodbridge, NJ 07095
(201) 499-3500

Mr. Doug Williams, Customer Service
Swatch Watch USA
1704 Hempstead Lane
Lancaster, PA 17601
1 (800) SWATCH-1 (toll free)

The Swiss Colony Customer Service
1112 Seventh Avenue
Monroe, WI 53566
(608) 324-4000

The Swiss Colony Food Collection
1112 Seventh Avenue
Monroe, WI 53566
(608) 324-8080

Sylvania Television see NAP Consumer Electronics Corporation

T

Ms. Deedee Kindy, Supervisor
Consumer Affairs
3M
3M Center, Building 225-5N-04
St. Paul, MN 55144
(612) 733-1871

Ms. Joy Colarullo
T.J. Maxx
One Mercer Road
Natick, MA 01760
(617) 651-6624

T.V. Guide
see Triangle Publications, Inc.

Customer Service
Talbots
175 Beal Street
Hingham, MA 02043
1 (800) 225-8200 (toll free)

Ms. Kerry Carlieli, Manager
Consumer Services
TAMBRANDS, Inc.
P.O. Box 271
Palmer, MA 01069
(413) 283-3431
1 (800) 523-0014
(toll free outside Massachusetts)

Ms. Lucille Frey, Director
Customer Relations
Tandy Corporation/Radio Shack
1800 One Tandy Center
Fort Worth, TX 76102
(817) 390-3218

Teppan Company, Inc.
see White Consolidated Industries

Ms. Jane Brattain, Director
Consumer Relations and
Quality Assurance
Target Stores
33 South 6th Street
P.O. Box 1392
Minneapolis, MN 55440
(612) 370-6006

Technics
see Matsushita Servicing Company

Mr. Richard Keller, Director
Consumer Affairs
Teledyne, Inc.
1730 East Prospect Street
Fort Collins, CO 80525
(303) 484-1352
1 (800) 525-2774
(toll free except Alaska & Hawaii)

Ms. Kathy Laffin, Supervisor
Customer Service
Teleflora
12233 West Olympic, Suite 140
Los Angeles, CA 90064
(213) 826-5253
1 (800) 367-5576
(toll free in California)
1 (800) 421-2816
(toll free outside California)

Ms. M.A. Shute, Manager
Public Affairs
Tenneco, Inc.
P.O. Box 2511
Houston, TX 77001
(713) 757-2777

Consumer Affairs Department
Tetley, Inc.
100 Commerce Drive
Shelton, CT 06484
(203) 929-9342

Mr. W.D. Kistler, Staff Coordinator
Credit Services
Texaco Refining and Marketing
P.O. Box 2000
Bellarie, TX 77401
(713) 432-2235, 2018

Mr. Carl Gundlach, Consumer Products
Texas Instruments, Inc.
P.O. Box 53
Lubbock, TX 79408
(806) 741-2000
1 (800) 842-2737 (toll free outside Texas)

Mr. Edward C. Hall, Senior Vice President
The New England
501 Boylston Street
Boston, MA 02117
(617) 578-2000

Customer Service Representative
Thom McAn Shoe Co.
67 Millbrook Street
Worcester, MA 01606
(617) 791-3811

Thompson & Formby, Inc.
825 Crossover Lane
Memphis, TN 38117
1 (800) FORMBYS (toll free)

Mr. Dean Siegal, Director
Corporate Communications
Thompson Medical Co., Inc.
919 Third Avenue
New York, NY 10022
(212) 688-4420

Mr. Donald Bell, Vice President
Professional & Public Affairs
Thrift Drug Company
615 Alpha Drive
Pittsburgh, PA 15238
(412) 781-5373

Corporate Public Affairs
Time Inc.
Rockefeller Center
New York, NY 10020
(212) 522-1212

Ms. Letha Watkins
Consumer Correspondent
Timex Corporation
P.O. Box 2740
Little Rock, AR 72203
(501) 372-1111

Ms. Mary O'Connell
Sales Services Supervisor
Tonka Corporation
6000 Clearwater Drive
Minnetonka, MN 55343
(612) 936-3300

Ms. Mary Elliott, Director
Public Affairs
The Toro Company
8111 Lyndale Avenue South
Minneapolis, MN 55420
(612) 887-8900

National Dealer and Consumer Service
Manager
Toshiba Corporation
82 Totowa Road
Wayne, NJ 07470
(201) 628-8000 (consumer products)

Ms. Theresa Peard
Administrative Assistant
Totes, Inc.
10078 East Kemper Road
Loveland, OH 45140
(513) 583-2300

Director, Consumer Complaints
Tourneau, Inc.
515 Madison Avenue
New York, NY 10022
(212) 758-3265
1 (800) 223-1288
(toll free outside New York)

Ms. Angela Burdon
Corporate Spokesperson
Toys R Us
395 West Passaic
Rochelle Park, NJ 07662
(201) 368-5528

Ms. R. Robins, Manager
Control Center
Trak Auto
3300 75th Avenue
Landover, MD 20785
(301) 731-1200

Trane/Cac, Inc.
see American Standard, Inc.

Ms. Rosemary Aurichio, Director
Customer Relations
Trans World Airlines
605 Third Avenue
New York, NY 10158
(212) 692-3311

Mr. Patrick Edwards, Manager
Customer Relations
Transtar
P.O. Box 87380
Houston, TX 77287
(713) 641-9107

Office Of Consumer Information
The Travelers Companies
One Tower Square
Hartford, CT 06183
(203) 277-6565
1 (800) 243-0191
(toll free outside Connecticut)

Customer Service
Triangle Publications, Inc.
Four Radnor Corporate Center
Radnor, PA 19088
(215) 293-8500

True Value Hardware Stores
see Cotter & Company

Ms. Ruth Kelly, Director
Consumer Services Department
Tupperware
P.O. Box 2353
Orlando, FL 32802
(305) 847-3111
1 (800) 858-7221 (toll free outside Florida)

Direct Response
Division of Sales
Turner Broadcasting
System, Inc.
P.O. Box 7500 (WTBS)
Atlanta, GA 30357
1 (800) 257-1234
(toll free outside of Georgia)

Ms. Meg Houser
Consumer Correspondence Representative
Turtle Wax, Inc.
5655 West 73rd Street
Chicago, IL 60638
(312) 563-3600

Mr. Pete Hester
Consumer Relations and Services
Tyson Foods, Inc.
2210 West Oaklawn Drive
P.O. Drawer E
Springdale, AR 72764
(501) 756-4000

U

Ms. Elaine De Shong, Manager
Customer Services
U-Haul International
2727 North Central Avenue
Phoenix, AZ 85004
(602) 263-6771
1 (800) 528-0463 (toll free outside Arizona)

UNISYS Corporation
P.O. Box 500
Bluebell, PA 19424
(215) 542-4011

Mr. Harry Roth, Director
Consumer Affairs
USAir
Hangar 12
Washington National Airport
Washington, DC 20001
(703) 892-7020

Ms. Rosette Ellison
Consumer Services Representative
U.S. Shoe Corporation
One Eastwood Drive
Cincinnati, OH 45227
(513) 527-7590

Ms. Renee Ray, Supervisor
Executive Consumer Services
U.S. Sprint
8001 Stemmons Freeway
Dallas, TX 75247
(214) 688-4642
1 (800) 531-4646 (toll free outside Texas)

Mr. Larry Allen, Manager
Corporate Communications
USTEA
100 West Putnam Avenue
Greenwich, CT 06830
(203) 661-1100

Ms. Lorren LaVecchia
US West, Inc.
Orchard Falls Building
Englewood, CO 80111
(303) 793-6660

Union Fidelity Life Insurance
Company
see Aon Corporation

Mr. Paul M. Miller, Manager
Consumer Affairs
Uniroyal Goodrich Company
600 South Main Street
Akron, OH 44397
(216) 374-3796
1 (800) 521-9796 (toll free)

Mr. Paul Tinebra, Corporate Manager
Consumer Affairs
United Airlines
P.O. Box 66100
Chicago, IL 60666
(312) 952-5341

Mr. Bob Potter
National Customer Complaint Coordinator
United Parcel Service of
America, Incorporated
51 Weaver Street
Greenwich, CT 16836
(203) 622-7012

United States Fidelity &
Guarantee Company
100 Light Street
Baltimore, MD 21202
(301) 547-3000

Bette Malone Relocation Service
United Van Lines
One United Drive
Fenton, MO 63026
1 (800) 325-3870 (toll free)

Ms. Jill Lory, Manager
Customer Service and
Consumer Correspondence
Universal Match Corporation
1224 Fern Ridge Parkway
St. Louis, MO 63141
(314) 469-3655

Supervisor Customer Service
Unocal Corporation
Room 911-1321 A
P.O. Box 7600
Los Angeles, CA 90051
(213) 977-6956

Mr. Robert Raycraft
Consumer Products Unit
Upjohn Company
7000 Portage Road
Kalamazoo, MI 49001
(616) 323-6004

V

Consumer Relations Department
Valvoline Oil Company
P.O. Box 12918
Lexington, KY 40512
(606) 268-7389

Ms. Adele Ball
Manager of Marketing Services
Van Heusen Company
281 Centennial Avenue
Piscataway, NJ 08854
(201) 885-5000
1 (800) 631-5809
(toll free outside New Jersey)

Mr. John McAna, President
Van Munching and Co., Inc.
1270 Avenue of the Americas, 10th Floor
New York, NY 10020
(212) 265-2685

Ms. Jan Still-Lindeman
Vanity Fair
640 Fifth Avenue
New York, NY 10019
(212) 582-6767

Ms. Elizabeth Martin, Manager
Corporate Communications
Viacom International, Inc.
1211 Avenue of the Americas
New York, NY 10036
(212) 719-7556

Mr. Peter Doane, Vice President
Vicorp Restaurants
400 West 48th Avenue
Denver, CO 80216
(303) 296-2121

Customer Relations
Visa USA, Inc.
P.O. Box 8999
San Francisco, CA 94128
(415) 570-3200

W

Customer Service Representative
Wagner Spray Tech Corporation
1770 Fernbrook Lane
Plymouth, MN 55441
(612) 553-7168
1 (800) 328-8251
(toll free outside Minnesota)

Customer Service
Wal-Mart Stores, Inc.
P.O. Box 116
Bentonville, AR 72716
(501) 273-4000

Mr. Edward H. King, Director
Governmental and Public Affairs
Walgreen
200 Wilmot Road
Deerfield, IL 60015
(312) 940-2500

Customer Service Department
Walter Drake & Sons
Drake Building
Colorado Springs, CO 80940

Ms. Rebecca Pierce
Consumer Affairs Manager
Wamsutta Pacific
111 West 40th Street, 16th Floor
New York, NY 10018
(212) 930–5594

Customer Relations
Wang Laboratories Inc.
One Industrial Avenue
Lowell, MA 01851
(617) 957–4068

Mr. Alton G. Laliberte
Executive Vice President
Warnaco Men's Apparel
10 Water Street
Waterville, ME 04901
(207) 873–4241

Ms. Mary Richardson, Director
Consumer Affairs Division
Warner-Lambert Company
201 Tabor Road
Morris Plains, NJ 07950
(201) 540–2458

Ms. Beverly Frago, Manager
Customer Service
Waterford Crystal, Ltd.
P.O. Box 2298
Ocean, NJ 07712
(201) 493–2900
1 (800)221–1006
(toll free outside New Jersey)

Ms. Karen Wegmann
Executive Vice President
Customer Transactions
Wells Fargo & Company
201 Third Street
MAC 0187–020
San Francisco, CA 94163
(415) 477–5005

Ms. Susan Kosling
Consumer Relations Specialist
Wendy's International, Inc.
P.O. Box 256
Dublin, OH 43017
(614) 764–6800

Ms. Joanne Turchany
Manager of Consumer Information
West Bend Company
400 Washington Street
West Bend, WI 53095
(414) 334–2311

Ms. Caroline Lee
Consumer Affairs Manager
West Point-Pepperell
1221 Avenue of the Americas
New York, NY 10020
(212) 382–5000

Mr. Carl Barkley, Director
Office of Consumer Affairs
Western Union Telegraph Company
One Lake Street
Upper Saddle River, NJ 07458
(201) 825–5937

Mr. Robert D. Stanley
Division Vice President, Consumer Affairs
Whirlpool Corporation
2000 M 63 North
Benton Harbor, MI 49022
(616) 926–5101
1 (800) 253–1301 (toll free)

Mr. Raymond E. Bacquet
Manager of Customer Relations and
Information Center
White Consolidated Industries
300 Phillipi Road
Columbus, OH 43268
(614) 272–4100
1 (800) 245–0600 (toll free outside Ohio)

Frigidaire Appliances
1 (800) 451–7007 (toll free)

Gibson Appliances
1 (800) 458–1445 (toll free)

Kelvinator Appliance Company
1 (800) 323–7773 (toll free)

O'Keefe & Merit Appliances
1 (800) 537–5530 (toll free)

Tappan Company, Inc.
1 (800) 537–5530 (toll free)

White Westinghouse
1 (800) 245–0600 (toll free)

White Westinghouse
see White Consolidated Industries

Ms. Kim Byron, Manager
Community Relations
Wickes Companies, Inc.
3340 Ocean Park Boulevard, Suite 2000
Santa Monica, CA 90405
(213) 452–9540

Customer Service
Williams-Sonoma
100 North Point Street
San Francisco, CA 94133
(415) 421–4555

Mr. Steve Evenson
Owner Relations Manager
Winnebago Industries
P.O. Box 152
Forest City, IA 50436
(515) 582–3535

Winthrop Consumer Products
see Sterling Drug Inc.

Public Relations
Wisconsin Bell
722 North Broadway
ASC–13
Milwaukee, WI 53202
(414) 678–0681

Mr. John Patrick Callahan
Customer Service
F.W. Woolworth Company
233 Broadway, Room 2636
New York, NY 10279
(212) 553–2202

Customer Service
World Book, Inc.
510 Merchandise Mart Plaza
Chicago, IL 60654
1 (800) 621–8202 (toll free)

Wrangler Jeans
see Blue Bell, Inc.

Ms. Joan Weber
Consumer Affairs Administrator
Wm. Wrigley Jr. Company
410 North Michigan Avenue
Chicago, IL 60611
(312) 645–4071

X

Mr. Richard Reilly, Manager
Customer Relations
Xerox Corporation
100 Clinton Avenue South
Rochester, NY 14644
(716) 423–5480

Y

Mr. Dan Caviness, Manager
Customer Relations
Yamaha Motor Corporation
6555 Katella Avenue
Cypress, CA 90630
(714) 761–7439

Z

Ms. Renee Hoke, Manager
Communications
Zale Corporation
901 West Walnut Hill Lane
Irving, TX 75038
(214) 580–4980

Mr. Stanley Berkovitz, Vice President
Consumer and Community Affairs
Zayre Corporation
Framingham, MA 01701
(617) 651–6704

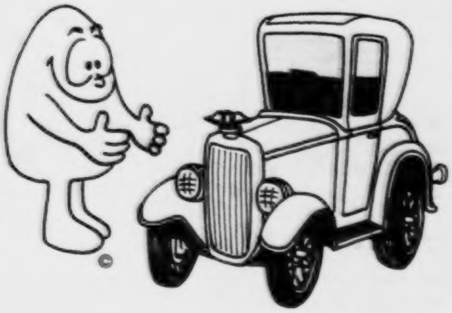
Mr. Larry Liddle, Manager
Customer Service
Zenith Data Systems
1900 North Austin Avenue
Chicago, IL 60639
(312) 745–2464

Mr. John Pederson, Consumer Affairs
Zenith Electronics Corporation
1000 Milwaukee Avenue
Glenview, IL 60025
(312) 391–8100

Used Cars

Before buying a used car from a dealer, there are certain steps you can take to ensure you are getting a good value for your money.

1. Look for and read the "buyer's guide," which must be displayed in the window of all used cars sold by dealers. The buyer's guide explains who must pay for repairs after purchase. It will tell you if there is a warranty on the car, what the warranty covers, and whether a service contract is available. Be sure you get a copy of the buyer's guide when you purchase the car from a dealer.
2. Comparison shop for price, condition, warranty, and mileage for the model(s) you are interested in buying. Also compare available interest rates and other terms of finance agreements.
3. To estimate the total cost, add in any interest rates for financing, the cost of a service contract (if any), and any service or repair expenses you will be likely to pay.
4. Before buying, have a mechanic inspect the car for potential problems.
5. Check the reliability of the dealer with your state or local consumer protection agency. Also check the local Better Business Bureau to see if they have any complaints against the dealer.
6. When purchasing a used car from someone other than a dealer, get a bill of sale, the proper title and registration, and copies of all financial transactions.



Choosing Long Distance Telephone Service

1. To compare carriers, determine when, how often, and where you use long distance service. Then compare the charges, restrictions, and procedures for making calls.
2. Not all carriers provide service to all areas. Make sure the one you choose provides service to the areas you call most frequently.
3. Each long distance carrier may have a different billing and usage measurement system. Some give credit for uncompleted calls, wrong numbers, or calls that are unanswered.
4. Ask about one-time only and regular charges. Is there a subscription fee? Monthly service fee? Monthly minimum usage charge?
5. Judge the quality of a carrier's performance (transmission capability, service, billing and crediting). A trial period may help you decide whether the quality of phone service is adequate. Before signing up, be sure you understand the terms of the carrier's cancellation policy, and the costs involved in switching to another carrier.

Automobile Manufacturers

If you have a problem with an automobile purchased from a dealer, first try to work it out with that dealer. If an agreement cannot be reached, consider contacting the manufacturer's zone representative, many of whom are listed in this section.

If the problem is still not resolved, try contacting one of the third-party dispute resolution programs. A listing of these programs begins on page 42.

American Honda Motor Company, Inc.

California, Nevada
Customer Relations Department
American Honda Motor Company, Inc.
Western Zone
700 Van Ness Avenue
Torrance, CA 90509
(213) 781–4565

Utah, Arizona, Colorado, New Mexico, Nebraska, Kansas, Oklahoma
Customer Relations Department
American Honda Motor Company, Inc.
West Central Zone
1600 South Abilene Street, Suite D
Aurora, CO 80012
(303) 696–3935

Maine, Vermont, New Hampshire, New York State, Connecticut, Massachusetts, Rhode Island
Customer Relations Department
American Honda Motor Company, Inc.
New England Zone
555 Old Country Road
Windsor Locks, CT 06096
(203) 623–3310

Tennessee, Alabama, Georgia, Florida
Customer Relations Department
American Honda Motor Company, Inc.
Southeast Zone
1500 Morrison Parkway
Alpharetta, GA 30201
(404) 442–2045

Minnesota, Iowa, Missouri, Wisconsin, Illinois
Customer Relations Department
American Honda Motor Company, Inc.
North Central Zone
139 West Central Road
Schaumburg, IL 60195
(312) 991–9788

West Virginia, Maryland, Virginia, North Carolina, South Carolina, District of Columbia
Customer Relations Department
American Honda Motor Company, Inc.
Mid-Atlantic Zone
209 Perry Parkway, Suite 10
Gaithersburg, MD 20877
(301) 869–8982

Pennsylvania, New Jersey, Delaware, Long Island (New York)
Customer Relations Department
American Honda Motor Company, Inc.
Northeast Zone
115 Gaither Drive
Moorestown, NJ 08057
(609) 235–5533

Michigan, Indiana, Ohio, Kentucky
Customer Relations Department
American Honda Motor Company, Inc.
Central Zone
101 South Stanfield Road
Troy, OH 45373
(513) 332–6250

Washington, Oregon, Idaho, Montana, Wyoming, North Dakota, South Dakota, Hawaii, Alaska
Customer Relations Department
American Honda Motor Company, Inc.
Northwest Zone
12439 N.E. Airport Way
Portland, OR 97220
(503) 256–0943

Texas, Arkansas, Louisiana, Mississippi
Customer Relations Department
American Honda Motor Company, Inc.
South Central Zone
4529 Royal Lane
Irving, TX 75063
(214) 929–5481

Corporate Office:
American Honda Motor Company, Inc.
Consumer Affairs Department
100 West Alondra Boulevard
Gardena, CA 90248
(213) 604–2430

American Isuzu Motors, Inc.

California
Regional Customer Relations Manager
American Isuzu Motors, Inc.
One Autry Street
Irvine, CA 92718
(714) 770–2626

Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee
Regional Customer Relations Manager
American Isuzu Motors, Inc.
Southeast Region
205 Hembree Park Drive
Roswell, GA 30076
(404) 475–1995

Illinois, Indiana, Iowa, Kansas (Kansas City metro area), Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin
Regional Customer Relations Manager
American Isuzu Motors, Inc.
Central Region
1830 Jarvis Avenue
Elk Grove Village, IL 60007
(312) 952–8111

Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia
Regional Customer Relations Manager
American Isuzu Motors, Inc.
Northeast Region
114 Pleasant Avenue
P.O. Box 925
Upper Saddle River, NJ 07458
(201) 934–0755

Arizona, Arkansas, Colorado, Kansas, Louisiana, Nevada (Southern), New Mexico, Oklahoma, Texas
Regional Customer Relations Manager
American Isuzu Motors, Inc.
Southwest Region
805 W. North Carrier Parkway, Suite 200
Grand Prairie, TX 75050
(214) 647–2911

Alaska, Hawaii, Idaho, Montana, Nevada (Northern), Oregon, Utah, Washington, Wyoming
Regional Customer Relations Manager
American Isuzu Motors, Inc.
Northwest Region
6727 148th Avenue, N.E.
Redmond, WA 98052
(206) 881–0203

Headqtfarters:
American Isuzu Motors, Inc.
2300 Pellissier Place
Whittier, California 9060
(213) 949–0611

American Motors Corporation see Jeep/Eagle Division of Chrysler Motor Corporation

Audi of America, Inc.

Arizona, Southern California, Colorado, Nevada, Wyoming, New Mexico, South Dakota (Rapid City), Texas (El Paso), Utah
Regional Service Manager
Audi of America, Inc.
Pacific Region
11300 Playa Street
Culver City, CA 90231
1 (800) 822–AUDI (toll free)

Alaska, Northern California, Idaho, Montana, Oregon, Washington
Regional Service Manager
Audi of America, Inc.
Western Region
7106 Johnson Drive
Pleasanton, CA 94566
1 (800) 822–AUDI (toll free)

Alabama, Florida, Georgia, Louisiana, Mississippi, Oklahoma, South Carolina, Tennessee, Texas (excluding El Paso)
Regional Service Manager
Audi of America, Inc.
Southern Region
1770 The Exchange, Suite 170
Atlanta, GA 30339
1 (800) 822–AUDI (toll free)

Illinois, Indiana, Iowa, Kentucky, Michigan, Minnesota, Ohio, North Dakota, South Dakota (excluding Rapid City), Wisconsin
Regional Service Manager
Audi of America, Inc.
Central Region
420 Barclay Boulevard
Lincolnshire, IL 60069
1 (800) 822–AUDI (toll free)

Arkansas, Kansas, Missouri, Nebraska
Regional Service Manager
Audi of America, Inc.
Mid-America Region
9825 Page Boulevard
St. Louis, MO 63114
1 (800) 822–AUDI (toll free)

Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, North Carolina, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia
Regional Service Manager
Audi of America, Inc.
Atlantic Region
9300 Martin Luther King, Jr. Highway
Lanham, MD 20706
1 (800) 822–AUDI (toll free)

Connecticut, New Jersey, New York
Regional Service Manager
Audi of America, Inc.
Eastern Region
Greenbush Road
Orangeburg, NY 10962
1 (800) 822–AUDI (toll free)

Connecticut, New Jersey, New York
Director, Corporate Service
World-Wide Volkswagen Corp.
Greenbush Road
Orangeburg, NY 10962
(914) 578–5000

Corporate Office:
Mr. Frank A. Pompa, Jr.
Consumer Services Manager
Audi of America, Inc.
888 West Big Beaver
Troy, MI 48007
1 (800) 822–AUDI (toll free)

BMW of North America, Inc.

Arizona, Southern California, Southern Nevada (Las Vegas)
Customer Relations Manager
Western Region
BMW of North America, Inc.
12541 Beatrice Street
P.O. Box 66916
Los Angeles, CA 90066
(213) 305–2913

Northern California, Nevada, Utah, Idaho, Washington, Oregon, Montana
Customer Relations Manager
BMW of North America, Inc.
Northwest Region
6606 Owens Drive
Pleasanton, CA 94566
(415) 463–0690

Tennessee, North Carolina (Southwest), Mississippi, Alabama, Georgia, Florida, South Carolina
Customer Relations Manager
BMW of North America, Inc.
Southeast Region
6160 Peachtree-Dunwoody Road
Suite A–100
Atlanta, GA 30328
(404) 399–0070

North Dakota, South Dakota, Minnesota, Wisconsin, Iowa, Illinois, Michigan, Indiana, Ohio, Kentucky
Customer Relations Manager
BMW of North America, Inc.
Central Region
1002 E. Algonquin Road
Schaumburg, IL 60195
(312) 397–5713

Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Rhode Island, Vermont
Customer Relations Manager
BMW of North America, Inc.
Eastern Region
535 East Crescent Avenue
Ramsey, NJ 07446
(201) 934–4000

Wyoming, Colorado, New Mexico, Texas, Oklahoma, Kansas, Nebraska, Missouri, Arkansas, Louisiana
Customer Relations Manager
BMW of North America, Inc.
Southwest Region
1730 Briercroft Court, P.O. Box 819003
Dallas, TX 73581
(214) 323–7700

North Carolina (Charlotte), District of Columbia, Virginia, Pennsylvania, Maryland, Delaware
Customer Relations Manager
BMW of North America, Inc.
Mid-Atlantic Region
21545 Ridge Top Circle
Sterling, VA 22170
(703) 450–7620

Corporate Office:
National Customer Relations Manager
BMW of North America, Inc.
Campus 3
Montvale, NJ 07645
(201) 573–2000

Chrysler Motors Corporation

Nevada, Utah, Arizona, New Mexico
Customer Relations Manager
Chrysler Motors Corporation
Phoenix Zone Office
11225 North 28th Drive, Suite A100
Phoenix, AZ 85029
(602) 866–6060

Southern California, Hawaii
Customer Relations Manager
Chrysler Motors Corporation
Los Angeles Zone Office
P.O. Box 3019–C
Anaheim, CA 92803
(714) 870–4000

California
Customer Relations Manager
Chrysler Motors Corporation
San Francisco Zone Office
P.O. Box 5009
Pleasanton, CA 94566
(415) 463–0656

Wyoming, Kansas, Colorado, Nebraska, Idaho, Montana
Customer Relations Manager
Chrysler Motors Corporation
Denver Zone Office
P.O. Box 39006
Denver, CO 80239
(303) 371–1330

Florida
Customer Relations Manager
Chrysler Motors Corporation
Orlando Zone Office
P.O. Box 593428
Orlando, FL 32859
(305) 352–7402

Tennessee, Alabama, Georgia
Customer Relations Manager
Chrysler Motors Corporation
Atlanta Zone Office
900 Circle 75 Parkway, Suite 1600
Atlanta, GA 30339
(404) 953–8880

Iowa, Northern Illinois, Indiana
Customer Relations Manager
Chrysler Motors Corporation
Chicago Zone Office
P.O. Box 1102
Itasca, IL 60143
(312) 773–7780

Oklahoma, Missouri, Nebraska, Kansas
Customer Relations Manager
Chrysler Motors Corporation
Kansas City Zone Office
P.O. Box 25668
Overland Park, KS 66225
(913) 469–3090

Louisiana, Florida, Alabama, Missouri
Customer Relations Manager
Chrysler Motors Corporation
New Orleans Zone Office
P.O. Box 73168
Metairie, LA 70033
(504) 455–1433

Massachusetts, Connecticut, Rhode Island, Maine, Vermont, New Hampshire
Customer Relations Manager
Chrysler Motors Corporation
Boston Zone Office
P.O. Box 50
Natick, MA 01760
(617) 655–2810

Maryland, Virginia, North Carolina, Delaware, District of Columbia
Customer Relations Manager
Chrysler Motors Corporation
Washington, DC Zone Office
P.O. Box 3130
Landover, MD 20784
(301) 464–4040

Michigan, Ohio, Indiana
Customer Relations Manager
Chrysler Motors Corporation
Detroit Zone Office
P.O. Box 3000
Troy, MI 48007
(313) 879–3600

South Dakota, Minnesota, Iowa, Wisconsin, North Dakota, Nebraska
Customer Relations Manager
Chrysler Motors Corporation
Minneapolis Zone Office
P.O. Box 1231
Minneapolis, MN 55440
(612) 553–2546

Illinois, Missouri, Kentucky, Indiana
Customer Relations Manager
Chrysler Motors Corporation
St. Louis Zone Office
P.O. Box 278
Hazelwood, MO 63042
(314) 895–0731

North Carolina, South Carolina
Customer Relations Manager
Chrysler Motors Corporation
Charlotte Zone Office
4944 Parkway Plaza Boulevard
Suite 470
Charlotte, NC 28217
(704) 529–4165

New York, Pennsylvania
Customer Relations Manager
Chrysler Motors Corporation
Syracuse Zone Office
P.O. Box 1207
Syracuse, NY 13201
(315) 432–4041

New Jersey, New York, Connecticut
Customer Relations Manager
Chrysler Motors Corporation
New York Zone Office
500 Route 303
Tappan, NY 10983
(914) 359–0110

Kentucky, Indiana, Ohio
Customer Relations Manager
Chrysler Motors Corporation
Cincinnati Zone Office
P.O. Box 41902
Cincinnati, OH 45241
(513) 530–1500

Oregon, Alaska, Washington, Northern Idaho, Western Montana
Customer Relations Manager
Chrysler Motors Corporation
Portland Zone Office
P.O. Box 744
Beaverton, OR 97075
(503) 641–4170

Pennsylvania, New Jersey, Delaware
Customer Relations Manager
Chrysler Motors Corporation
Philadelphia Zone Office
3 Great Valley Parkway East, Suite 201
Great Valley Corporate Center
Malvern, PA 19355
(215) 251–2980

Ohio, Pennsylvania, West Virginia
Customer Relations Manager
Chrysler Motors Corporation
Pittsburgh Zone Office
Penn Center West 3, Suite 420
Pittsburgh, PA 15276
(412) 788–7000

Arkansas, Mississippi, Tennessee
Customer Relations Manager
Chrysler Motors Corporation
Memphis Zone Office
P.O. Box 18008
Memphis, TN 38181
(901) 797–3870

Texas (North)
Customer Relations Manager
Chrysler Motors Corporation
Dallas Zone Office
P.O. Box 110162
Carrollton, TX 75011
(214) 242–8462

Texas (South)
Customer Relations Manager
Chrysler Motors Corporation
Houston Zone Office
363 East North Belt, Suite 590
Houston, TX 77060
(713) 820–7062

Illinois, Ohio, Missouri, Michigan, Minnesota, Wisconsin
Customer Relations Manager
Chrysler Motors Corporation
Milwaukee Zone Office
445 South Moorland Road, Suite 470
Brookfield, WI 53005
(414) 797–3750

Corporate Office:
Mr. E. F. Mahon
National Owner Relations Manager
Chrysler Motors Corporation
P.O. Box 1718
Detroit, MI 48288
(313) 956–5970

Jeep/Eagle Division of Chrysler Motors Corporation

Nevada, New Mexico, Arizona, California, Hawaii
Owner Relations Department
Western Regional Office
23046 Avenida DeLa Carlotta
P.O. Box 30710
Laguna Hills, CA 92654
(714) 855–3533

Nebraska, Colorado, Utah, Wyoming, Montana, Idaho, Oregon, Southwestern South Dakota, Washington, Alaska
Owner Relations Department
Rocky Mountain Regional Office
5005 Lima Street
Denver, CO 80239
(303) 373–5800

Tennessee, Mississippi, Alabama, Georgia, Florida
Owner Relations Department
Southeast Regional Office
1640 Stone Ridge Drive
P.O. Box 718
Stone Mountain, GA 30083
(404) 491–3233

Wisconsin, Upper Michigan, Illinois, Northwest Indiana, Iowa, Minnesota, North Dakota, South Dakota
Owner Relations Department
Midwest Regional Office
1600 Busse Road
Elk Grove Village, IL 60007
(312) 364–8601

Michigan, Western New York, Western Pennsylvania, West Virginia, Kentucky, Indiana, Ohio
Owner Relations Department
Great Lakes Regional Office
24100 Southfield Road, Suite 100
Southfield, MI 48075
(313) 827–7870

Rhode Island, Massachusetts, Maine, New Hampshire, Vermont, Eastern New York, Northern New Jersey
Owner Relations Department
Northeast Regional Office
444 Saw Mill River Road
P.O. Box 500
Elmsford, NY 10523
(914) 997–2823

Missouri, Arkansas, Louisiana, Texas, Oklahoma, Kansas
Owner Relations Department
Southwest Regional Office
5101 Statesman Drive
Irving, TX 75063
(214) 570–3222

Eastern Pennsylvania, Southern New Jersey, Delaware, Maryland, District of Columbia, Virginia, North Carolina, South Carolina
Owner Relations Department
Mid-Atlantic Regional Office
Hallmark Building
13873 Park Center Road, Suite 77
Herndon, VA 22071
(703) 481–6438

Corporate Office:
Ms. Marilyn Johnston
Owner Relations Service
14250 Plymouth Road
Detroit, MI 48232
(313) 493–2341

Fiat Auto U.S.A., Inc.

Corporate Office:
Mr. Manny Carvalho
National Service Operations Manager
Fiat Auto U.S.A., Inc.
777 Terrace Avenue
Hasbrouck Heights, NJ 07604
(201) 393–4049, 4042

Ford Motor Company

Arizona, New Mexico, Western Texas
Owner Relations Manager
Ford Motor Company
Phoenix District Office
P.O. Box 844
Phoenix, AZ 85001
(602) 266–8500

Southern California,
Southeastern Nevada
Owner Relations Manager
Ford Motor Company
Los Angeles District Office
2200 West Sequoia
P.O. Box 4680–P
Anaheim, CA 92803
(714) 520–8300

Northern California, Southern Oregon,
Western Nevada, Hawaii
Owner Relations Manager
Ford Motor Company
San Jose District Office
P.O. Box 4002
Milpitas, CA 95035
(408) 262–9110

Colorado, Wyoming, Western Nebraska,
Southern Idaho, Utah, Southwestern
South Dakota, Northeastern Nevada,
Montana, Southeastern Oregon
Owner Relations Manager
Ford Motor Company
Denver District Office
P.O. Box 5586
Terminal Annex
Denver, CO 80217
(303) 893–3673

Florida, Southern Georgia
Owner Relations Manager
Ford Motor Company
Jacksonville District Office
P.O. Box Y
Jacksonville, FL 32203
(904) 783–7777

Northern Georgia, Eastern Alabama
Owner Relations Manager
Ford Motor Company
Atlanta District Office
P.O. Box 105003
Atlanta, GA 30348
(404) 763–6440

Northeastern Illinois, Northwestern
Indiana
Owner Relations Manager
Ford Motor Company
Chicago District Office
2225 West North Avenue
Melrose Park, IL 60160
(312) 681–6500

Central and Western Indiana,
Southeastern Illinois
Owner Relations Manager
Ford Motor Company
Indianapolis District Office
P.O. Box 19448
Indianapolis, IN 46219
(317) 353–8251

Western Missouri, Kansas,
Northwestern Arkansas
Owner Relations Manager
Ford Motor Company
Kansas City District Office
P.O. Box 501
Shawnee Mission, KS 66201
(913) 888–0141

Western Kentucky, Central Tennessee,
South Central Indiana
Owner Relations Manager
Ford Motor Company
Louisville District Office
P.O. Box 32090
Louisville, KY 40232
(502) 456–3700

Southern Mississippi, Louisiana,
Southwestern Alabama
Owner Relations Manager
Ford Motor Company
New Orleans District Office
P.O. Box 8630
Metairie, LA 70011
(504) 454–6764

Maine, New Hampshire, Vermont,
Massachusetts, Rhode Island,
Connecticut
Owner Relations Manager
Ford Motor Company
Boston District Office
P.O. Box 587
Waltham, MA 02254
(617) 895–1000

Michigan (excluding Upper Peninsula)
Owner Relations Manager
Ford Motor Company
Detroit District Office
P.O. Box 775
Wixom, MI 48096
(313) 337–9900

Northwestern Wisconsin, Minnesota,
North Dakota, Northern South Dakota
Owner Relations Manager
Ford Motor Company
Twin Cities District Office
P.O. Box 9303
Minneapolis, MN 55440
(612) 887–4290

Southern Illinois, Eastern Missouri
Owner Relations Manager
Ford Motor Company
St. Louis District Office
P.O. Box 24575
St. Louis, MO 63141
(314) 569–4455

North Carolina, South Carolina
Owner Relations Manager
Ford Motor Company
Charlotte District Office
P.O. Box 220307
Charlotte, NC 28222
(704) 554–4501

Western Iowa, Central and Eastern
Nebraska, Southeastern South Dakota
Owner Relations Manager
Ford Motor Company
Omaha District Office
P.O. Box 37433
Millard Station
Omaha, NE 68137
(402) 592–8850

Northeastern Pennsylvania,
Southeastern Pennsylvania, Southern
New Jersey, Delaware
Owner Relations Manager
Ford Motor Company
Philadelphia District Office
P.O. Box 816
Pennsauken, NJ 08110
(609) 662–8021

Northern New Jersey, Eastern New York,
Southeastern New York, Long Island
Owner Relations Manager
Ford Motor Company
New York District Office
U.S. Highway 46
Teterboro, NJ 07608
(201) 288–9421

Upper and Western New York,
Northern Pennsylvania
Owner Relations Manager
Ford Motor Company
Buffalo District Office
P.O. Box 244
Buffalo, NY 14225
(716) 631–4430

Eastern and Northwestern Ohio,
Northwestern Pennsylvania
Owner Relations Manager
Ford Motor Company
Cleveland District Office
P.O. Box 41035
Brecksville, OH 44141
(704) 554–4501

Southern Ohio, Southern West Virginia,
Eastern Kentucky, Southeastern Indiana
Owner Relations Manager
Ford Motor Company
Cincinnati District Office
P.O. Box 6308
Cincinnati, OH 45215
(513) 563–3120

Southwestern Pennsylvania, Northern
West Virginia, Southeastern Ohio
Owner Relations Manager
Ford Motor Company
Pittsburgh District Office
Manor Oak Two, Suite 910
1910 Cochran Road
Pittsburgh, PA 15220
(412) 928–2939

Arkansas, Western Tennessee,
Northern Mississippi, Northwestern
Alabama
Owner Relations Manager
Ford Motor Company
Memphis District Office
P.O. Box 8347
Hollywood Station
Memphis, TN 38108
(901) 454–7270

Northern Texas, Oklahoma
Owner Relations Manager
Ford Motor Company
Dallas District Office
P.O. Box 110037
Carrollton, TX 75011
(214) 323-6299

Southern Texas
Owner Relations Manager
Ford Motor Company
Houston District Office
P.O. Box 827
Houston, TX 77001
(713) 680-4260

Maryland, Virginia, Eastern West Virginia
Owners Relations Manager
Ford Motor Company
Washington District Office
8051 Gatehouse Road
Falls Church, VA 22046
(703) 698-2069

Alaska, Washington, Northern Oregon, Northern Idaho
Owner Relations Manager
Ford Motor Company
Seattle District Office
10604 N.E. 38th Place, Suite 215
Kirkland, WA 98033
(206) 244-5800

Wisconsin (excluding Northwest corner), Michigan (Upper Peninsula)
Owner Relations Manager
Ford Motor Company
Milwaukee District Office
P.O. Box 267
Brookfield, WI 53005
(414) 785-3100

National Office:
Owner Relations Manager
Ford Motor Company
Ford Parts and Service Division
3000 Schaefer Road
Dearborn, MI 48121
(313) 337-6950
1 (800) 521-4140 (toll free—Lincolns)
1 (800) 551-5747
(toll free—Taurus/Mercury Sable)
1 (800) 437-6237 (toll free—Merkur)
1 (800) 282-0959
(towing and technical information)

General Motors Corporation

Customer Assistance Center
General Motors Corporation
Buick Motor Division
902 East Hamilton Avenue
Flint, MI 48550
1 (800) 521-7300 (toll free)

Consumer Relations
General Motors Corporation
Cadillac Motor Car Division
2860 Clark Street
Detroit, MI 48232
(313) 554-5538

Customer Assistance Department
General Motors Corporation
Chevrolet Motor Division
6306 Corporate Drive
Troy, MI 48098
1 (800) 222-1020 (toll free)

Customer Service Department
General Motors Corporation
GMC Truck and Coach Operation
31 Judson Street
Pontiac, MI 48058
(313) 456-4547

Customer Service Department
General Motors Corporation
Oldsmobile Division
P.O. Box 30095
Lansing, MI 48909
(517) 377-5546

Customer Service Department
General Motors Corporation
Pontiac Motor Division
One Pontiac Plaza
Pontiac, MI 48053
1 (800) 762-2737 (toll free)

Honda
see American Honda Motor Company, Inc.

Jaguar Cars, Inc.

Western Zone
Customer Relations Manager
Jaguar Cars, Inc.
422 Valley Drive
Brisbane, CA 94005
(415) 467-0625

Eastern Zone
Customer Relations Manager
Jaguar Cars, Inc.
600 Willow Tree Road
Leonia, NJ 07605
(201) 592-5200

Mazda Canada, Inc.

Customer Relations Manager
Mazada Canada, Inc.
821 Brock Road South
Pickering, Ontario Canada L1W3L6
(416) 831-4222

Mazda Motors of America (Central), Inc.

Arizona, California, Colorado, Nevada, New Mexico, Utah, Wyoming
Mr. Matt Reiter
Consumer Communications Manager
Mazda Distributors West (Pacific Region)
9451 Toledo Way
Irvine, CA 92714
(714) 380-7705

Illinois, Indiana, Michigan, Ohio, Wisconsin
Mr. Hal Paulsen
Consumer Communications Manager
Mazda Distributors Great Lakes
618 Kenmoor S.E.
Grand Rapids, MI 49506
(616) 949-9305

Arkansas, Iowa, Kansas, Kentucky, Lousiana, Mississippi, Missouri, Nebraska, Oklahoma, Tennessee, Texas
Mr. Bill Cochrane
Consumer Communications Manager
Mazda Distributors West (Gulf)
10445 Corporate Drive
Sugar Land, TX 77478
(713) 240-5800

Alaska, Idaho, Minnesota, Montana, North Dakota, Oregon, South Dakota, Washington
Mr. Stan Crews
Consumer Communications Manager
Mazda Distributors West
(Northwest Region)
8621 South 180th Street
Kent, WA 98031
(206) 251-5920

Mazda Motors of America (East), Inc.

Alabama, Florida, Georgia, North Carolina, South Carolina
Customer Relations Manager
Mazda Motors of America (East) Inc.
Southeast Region
8691 Western Way
Jacksonville, FL 32216
(904) 731-0132

Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Virginia, District of Columbia, West Virginia
Customer Relations Manager
Mazda Motors of America (East) Inc.
Northeast Region
60 Distribution Boulevard
Edison, NJ 08817
(201) 287-1064

Mercedes-Benz of North America, Inc.

Southern California, Arizona
Owner Service Manager
Mercedes-Benz of North America, Inc.
Los Angeles Zone
851 East Watsoncenter
P.O. Box 4625
Carson, CA 90745
(213) 835-8315

Northern California, Washington, Oregon, Nevada, Montana, Idaho, Utah, Western Wyoming, Alaska, Hawaii
Owner Service Manager
Mercedes-Benz of North America, Inc.
San Francisco Zone
513 Eccles Avenue
San Francisco, CA 94080
(415) 871-5125

Western North Carolina, South Carolina, Tennessee, Mississippi, Alabama, Georgia, Florida
Owner Service Manager
Mercedes-Benz of North America, Inc.
Jacksonville Zone
8813 Western Way
P.O. Box 17804
Jacksonville, FL 32245
(904) 731-4040

Illinois, Indiana, Ohio, Kentucky, Michigan, Wisconsin, Minnesota, North Dakota, Eastern South Dakota, Nebraska, Iowa, Missouri, Eastern Kansas
Owner Service Manager
Mercedes-Benz of North America, Inc.
Chicago Zone
3333 Charles Street
Franklin Park, IL 60131
(312) 455-9131

Western New York, Pennsylvania, Eastern Ohio, West Virginia, Virginia, Maryland, Eastern North Carolina, Delaware, District of Columbia
Owner Service Manager
Mercedes-Benz of North America, Inc.
Washington, DC Zone
Baltimore Commons Business Park
1300 Mercedes Drive
Harmons, MD 21077
(301) 859-8160

Maine, Vermont, New Hampshire, Massachusetts, Rhode Island, Connecticut, Northern New Jersey, Upstate New York
Owner Service Manager
Mercedes-Benz of North America, Inc.
New York Zone
One Glenview Road
P.O. Box 277
Montvale, NJ 07645
(201) 573-2501

Texas, Arkansas, Louisiana, Oklahoma, Western Kansas, New Mexico, Colorado, Eastern Wyoming
Owner Service Manager
Mercedes-Benz of North America, Inc.
Houston Zone
9550 North Loop East
P.O. Box 24396
Houston, TX 77229
(713) 675-6126

Corporate Office:
Owner Service Department
Mercedes-Benz of North America, Inc.
One Mercedes Drive
Montvale, NJ 07645
(201) 573-0600

Mitsubishi Motor Sales of America, Inc.

Alaska, Arizona, Arkansas, California, Colorado, Hawaii, Idaho, Louisiana, Montana, Nebraska, Nevada, New Mexico, North Dakota, Oklahoma, Oregon, South Dakota, Texas, Utah, Washington, Wyoming
Consumer Relations Manager
Mitsubishi Motor Sales of America, Inc.
Western Regional Office
6450 West Katella Avenue
Cypress, CA 90630
1 (800) 222-0037 (toll free)

Alabama, Connecticut, Delaware, District of Columbia, Florida, Georgia, Illinois, Indiana, Iowa, Kansas, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, South Carolina, Tennessee, Vermont, Virginia, West Virginia, Wisconsin
Consumer Relations Manager
Mitsubishi Motor Sales of America, Inc.
Eastern Regional Office
516 Heron Drive
Bridgeport, NJ 08014
1 (800) 222-0037 (toll free)

Corporate Office:
National Consumer Relations Manager
Mitsubishi Motor Sales of America, Inc.
10540 Talbert Avenue
Fountain Valley, CA 92728
(714) 963-7677

Nissan Motor Corporation in USA

Southern California, Arizona, Nevada (Las Vegas)
Consumer Affairs Manager
Nissan Motor Corporation in USA
Los Angeles Regional Office
1683 Sunflower Avenue
Costa Mesa, CA 92626
(714) 549-1277

Northern California, Nevada (except Las Vegas)
Consumer Affairs Manager
Nissan Motor Corporation in USA
San Francisco Regional Office
355 North Wiget Lane, Suite 100
Walnut Creek, CA 94598
(415) 932-0550

North Dakota, South Dakota, Wyoming, Nebraska, Utah, Colorado, Kansas, New Mexico, Texas (El Paso)
Consumer Affairs Manager
Nissan Motor Corporation in USA
Denver Regional Office
11000 East 45th Avenue
Denver, CO 80239
(303) 371-4230

South Carolina, Georgia, Florida
Consumer Affairs Manager
Nissan Motor Corporation in USA
Jacksonville Regional Office
8743 Western Way
Jacksonville, FL 32217
(904) 737-7100

Minnesota, Wisconsin, Iowa, Illinois, Missouri, Michigan (except Lower Peninsula)
Consumer Affairs Manager
Nissan Motor Corporation in USA
Chicago Regional Office
600 Enterprise Street
Aurora, IL 60505
(312) 851-8000

Maine, Vermont, New Hampshire, Massachusetts, Rhode Island, Connecticut, parts of upstate New York
Consumer Affairs Manager
Nissan Motor Corporation in USA
Boston Regional Office
P.O. Box 198
Mansfield, MA 02048
(617) 339-1000

New Jersey, Eastern Pennsylvania, Metropolitan New York
Consumer Affairs Manager
Nissan Motor Corporation in USA
New York Regional Office
No. 4 Corporate Place
Piscataway, NJ 08855
(201) 981-0220

Michigan (Lower Peninsula), Indiana, Ohio, Western Pennsylvania
Consumer Affairs Manager
Nissan Motor Corporation in USA
Columbus Regional Office
150 East Wilson Bridge Road, Suite 100
Worthington, OH 43085
(614) 846-6900

Arkansas, Kentucky, Tennessee, Mississippi, Alabama
Consumer Affairs Manager
Nissan Motor Corporation in USA
Memphis Regional Office
5775 Summer Trees Drive
Memphis, TN 38134
(901) 372-5700

Texas, Oklahoma, Louisiana
Consumer Affairs Manager
Nissan Motor Corporation in USA
Dallas Regional Office
13405 North Stemmons Freeway
Farmers Branch, TX 75234
(214) 243-4311

Maryland, Delaware, West Virginia, Virginia, North Carolina, District of Columbia
Consumer Affairs Manager
Nissan Motor Corporation in USA
Norfolk Regional Office
151 Harbor Drive
Portsmouth, VA 23705
(804) 399-4011

Peugeot Motors of America, Inc.

Alaska, Arizona, California, Hawaii, Idaho, Montana, Nevada, Oregon, Utah, Washington
Customer Relations
Peugeot Motors of America, Inc.
Western Region
1020 East 230th Street
Carson, CA 90745
(213) 549-9880
1 (800) 345-5549 (toll free)

Connecticut, Florida, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Southern Georgia, Puerto Rico
Customer Relations
Peugeot Motors of America, Inc.
Eastern Region
45 U.S. Highway 46
Pine Brook, NJ 07058
(201) 882-1800
1 (800) 345-5549 (toll free)

Alabama, Arkansas, Colorado, Indiana, Illinois, Iowa, Kansas, Louisiana, Michigan, Minnesota, Missouri, Mississippi, Nebraska, New Mexico, North Dakota, Ohio, Oklahoma, South Dakota, Texas, Wisconsin, Wyoming
Customer Relations
Peugeot Motors of America, Inc.
Central Region
9444 Old Katy Road
Houston, TX 77055
1 (800) 345-5549 (toll free)

Kentucky, Maryland, Northern Georgia, North Carolina, South Carolina, Tennessee, Virginia, District of Columbia, West Virginia, Delaware
Customer Relations
Peugeot Motors of America, Inc.
Eastern Auto Distributors Inc.
833 East Little Creek Road
Norfolk, VA 23518
(804) 588-1334

National Headquarters:
Mr. William J. Atanasio
National Customer Relations Manager
Peugeot Motors of America, Inc.
One Peugeot Plaza
P.O. Box 607
Lyndhurst, NJ 07071
(201) 935-8400
1 (800) 345-5549 (toll free)

Porsche Cars North America, Inc.

Customer Relations Manager
Porsche Cars North America, Inc.
200 South Virginia Street
P.O. Box 30911
Reno, NV 89520
(702) 348-3154

Saab-Scania of America, Inc.

Maine, Vermont, New Hampshire, Massachusetts, New Jersey, Rhode Island, Connecticut, New York, Delaware, Pennsylvania
Consumer Relations Representative
Saab-Scania of America, Inc.
Eastern Region
P.O. Box 697
Orange, CT 06477
(203) 795-1326

Washington, Montana, Oregon, Idaho, California, Nevada, Utah, Arizona, Alaska, Hawaii
Consumer Relations Representative
Saab-Scania of America, Inc.
Western Region
P.O. Box 697
Orange, CT 06477
1 (800) 255-9007(toll free)

Maryland, Virginia, District of Columbia, North Carolina, South Carolina, Tennessee, Alabama, Georgia, Florida
Consumer Relations Representative
Saab-Scania of America, Inc.
Southern Region
425 Franklin Road, Suite 550
Marietta, GA 30067
(404) 423-0150

Ohio, West Virginia, Kentucky, Indiana, Michigan, Wisconsin, Illinois, Minnesota, Iowa, South Dakota, North Dakota, Nebraska, Kansas, Colorado, Wyoming, New Mexico, Texas, Oklahoma, Missouri, Arkansas, Louisiana, Mississippi
Consumer Relations Representative
Saab-Scania of America, Inc.
Central Region
10415 United Parkway
Schiller Park, IL 60176
(312) 671-4920

Corporate Office:
Consumer Relations Manager
Saab-Scania of America, Inc.
P.O. Box 697
Orange, CT 06477
(203) 795-1326

Subaru of America

Arkansas, Louisiana, Tennessee, Alabama, Mississippi
Customer Relations Manager
Subaru South, Inc.
6923 Fourche Dam Pike
Little Rock, AR 72206
(501) 490-2770

Southern California, Nevada (Clark County only)
Customer Relations Manager
Subaru of Southern California
12 Whatney Drive
Irvine, CA 92718
(714) 951-6592

Northern California, Nevada (except Clark County), Utah
Customer Relations Manager
Subaru of Northern California, Inc.
2505 Port Street
West Sacramento, CA 95691
(916) 371-7901

Nebraska, Kansas, Colorado, New Mexico, Arizona, Missouri (counties of Clay, Platte, and Jackson only)
Customer Relations Manager
Subaru Inter-Mountain
15000 East 39th Avenue
Aurora, CO 80011
(303) 371-3820

Georgia, South Carolina, Florida
Customer Relations Manager
Southeast Subaru
P.O. Box 3007
West Palm Beach, FL 33402
(305) 683-3066

Missouri (except counties of Clay, Platte, and Jackson) Indiana (Lake County only), North Dakota, South Dakota, Minnesota, Wisconsin, Iowa, Illinois
Customer Relations Manager
Subaru Mid-America, Inc.
301 Mitchell Court
Addison, IL 60101
(312) 953-1188

Maine, Vermont, New Hampshire, Massachusetts, Rhode Island, Connecticut
Customer Relations Manager
Subaru of New England, Inc.
95 Morse Street
Norwood, MA 02062
(617) 769-5100

West Virginia, Virginia, North Carolina, Maryland, District of Columbia
Customer Relations Manager
Subaru Atlantic, Inc.
8611 Larkin Road
Savage, MD 20763
(301) 498-1700

Southern New Jersey, Pennsylvania, Delaware
Customer Relations Manager
Penn Jersey Subaru, Inc.
Glen Avenue and Foster Road
P.O. Box P
Moorestown, NJ 08057
(609) 234-7600

New York, North New Jersey
Customer Relations Manager
Subaru Distributors Corporation
6 Ramland Road
Orangeburg, NY 10962
(914) 359-2500

Kentucky, Ohio, Indiana (except Lake County), Michigan
Customer Relations Manager
Great Lakes Subaru, Inc.
401 North Hamilton Road
P.O. Box 16513
Columbus, OH 43216
(614) 864-6650

Washington, Oregon, Idaho, Montana, Wyoming, Alaska
Customer Relations Manager
Northwest Subaru
8040 Northeast 33rd Drive
P.O. Box 11293
Portland, OR 97211
(503) 287-4171

Texas, Oklahoma
Customer Relations Manager
Southwest Subaru
12815 San Pedro Avenue
P.O. Box 32906
San Antonio, TX 78216
(512) 496-1441

Corporate Office:
Owner Service Department
Subaru of America
P.O. Box 6000
Cherry Hill, NJ 08034
(609) 488-3278

Toyota Motor Sales, Inc.

Customer Assistance Center
Toyota Motor Sales, Inc.
Department A110
19001 South Western Avenue
Torrance, CA 90509
1 (800) 331-4331 (toll free)

Volkswagen United States, Inc.

Arizona (Yuma), Hawaii, Southern California (Zip Codes 90, 91, 92, 93)
Regional Service Manager
Volkswagen United States, Inc.
Los Angeles Region
11300 Playa Street
Culver City, CA 90230
(213) 390-8011

Alaska, Oregon, Nevada (Reno), Washington (except Spokane), Northern California (Zip Codes 94-99)
Regional Service Manager
Volkswagen United States, Inc.
San Francisco Region
7106 Johnson Industrial Drive
Pleasanton, CA 94566
(415) 463-1080

Arizona (excluding Yuma), Montana, South Dakota (Rapid City), Nevada (except Reno), Colorado, Idaho, Washington (Spokane)
Regional Service Manager
Volkswagen United States, Inc.
Denver Region
12847 East Peakview Avenue
Englewood, CO 80112
(303) 790-0457

Alabama, Georgia, Florida, South Carolina, Tennessee
Regional Service Manager
Volkswagen United States, Inc.
Southeast Region
1940 The Exchange
Atlanta, GA 30339
(404) 955-3484

Hawaii Liaison Office
Volkswagen United States, Inc.
3049 Ualena Street, Suite 908
Honolulu, HI 96819
(808) 833-9091 (telephone inquiries only)

Illinois, Iowa, Minnesota, North Dakota, Wisconsin, South Dakota (excluding Rapid City)
Regional Service Manager
Volkswagen United States, Inc.
Chicago Region
420 Barclay Boulevard
Lincolnshire, IL 60069
(312) 634-6000

Maine, Massachusetts, New Hampshire, Rhode Island, Vermont
Regional Services Manager
Volkswagen United States, Inc.
Boston Region
100 Fordham Road
Wilmington, MA 01887
(617) 658-6700

Maryland, North Carolina, Virginia, District of Columbia, West Virginia
Regional Service Manager
Volkswagen United States, Inc.
Washington Region
9300 Martin Luther King Highway
Lanham, MD 20706
(301) 458-7000

Arkansas, Kansas, Missouri, Nebraska
Vice President for Service
Volkswagen Mid-America, Inc.
8825 Page Boulevard
St. Louis, MO 63114
(314) 429-8100

Connecticut, New Jersey, New York
Director of Corporate Service
World-Wide Volkswagen, Inc.
Greenbush Road
Orangeburg, NY 10962
(914) 578-5000

Indiana, Kentucky, Michigan, Ohio
Regional Service Manager
Volkswagen United States, Inc.
Columbus Region
5000 Post Road
Dublin, OH 43017
(614) 761-7100

Delaware, Pennsylvania
Regional Service Manager
Volkswagen United States, Inc.
Valley Forge Region
1001 South Trooper Road
P.O. Box 830
Valley Forge, PA 19482
(215) 666-0683

Louisiana, Mississippi, Oklahoma, Texas (excluding El Paso)
Regional Service Manager
Volkswagen United States, Inc.
San Antonio Region
10843 Gulfdale Drive
P.O. Box 791950
San Antonio, TX 78279
(512) 341-8881

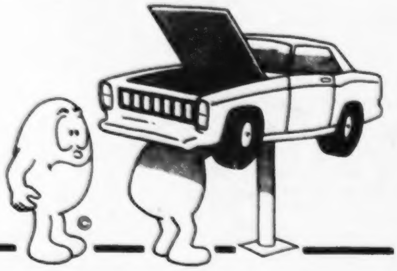
Corporate Office:
Mr. Rainer Dumke
Consumer Services Manager
Volkswagen United States, Inc.
888 West Big Beaver
Troy, MI 48007
(313) 362-6000

Volvo North America

Corporate Office:
Operations Manager
Volvo North America
P.O. Box 913
Rockleigh, NJ 07647
(201) 767-4737

Yugo America, Inc.

Mr. Vel Amica
Director Customer Services
Yugo America, Inc.
28 Park Way
Upper Saddle River, NJ 07458
(201) 825-4600



Auto Repair

1. Before having a company repair your car, check the company's complaint record with your state or local consumer protection office or local Better Business Bureau.
2. Be specific about what you want done or the problems you are experiencing.
3. Ask for either a written estimate or that you be called before any major repair work is done. Be sure it's understood that your permission must be obtained before the mechanic does work beyond that which you originally requested.
4. Before you leave the car, make sure the work order reflects what you want done.
5. If additional work is done without your permission, you don't have to pay for the unauthorized work, and you have the right to have your bill adjusted.
6. Ask to inspect and/or keep all replaced parts.
7. Keep copies of all work orders and receipts and get all warranties in writing.

Better Business Bureaus

Better Business Bureaus (BBBs) are non-profit organizations sponsored by local businesses. BBBs offer a variety of consumer education programs and materials, handle consumer inquiries, mediate and arbitrate complaints, provide general information on companies, and maintain records of consumer satisfaction or dissatisfaction with individual companies. Listed below are more than 170 local bureaus. Addresses for offices in Canada and Israel can be obtained from the National Headquarters.

National Headquarters

Council of Better Business
Bureaus, Inc.
1515 Wilson Boulevard
Suite 300
Arlington, VA 22209
(703) 276-0100

Local Bureaus

Alabama

1214 South 20th Street
Birmingham, AL 35205
(205) 933-2893

P.O. Box 383
Huntsville, AL 35804
(205) 533-1640

707 Van Antwerp Building
Mobile, AL 36602
(205) 433-5494, 5495

Union Bank Building
Commerce Street, Suite 810
Montgomery, AL 36104
(205) 262-5606

Alaska

3380 C Street, Suite 100
Anchorage, AK 99503
(907) 562-0704

Arizona

4428 North 12th Street
Phoenix, AZ 85014
(602) 264-1721

50 West Drachman Street
Suite 103
Tuscon, AZ 85705
(602) 622-7651 (inquiries)
(602) 622-7654 (complaints)

Arkansas

1216 South University
Little Rock, AR 72204
(501) 664-7274

California

705 Eighteenth Street
Bakersfield, CA 93301
(805) 322-2074

290 North 10th Street
Suite 206
Colton, CA 92324
(714) 825-7280

5070 North Sixth, Suite 176
Fresno, CA 93710
(209) 222-8111

639 South New Hampshire
Avenue, 3rd Floor
Los Angeles, CA 90005
(213) 383-0992

508 16th Street, Room 1500
Oakland, CA 94612
(415) 839-5900

400 S Street
Sacramento, CA 95814
(916) 443-6843

Union Bank Building, Suite 301
525 B Street
San Diego, CA 92101
(619) 234-0966

2740 Van Ness Avenue, #210
San Francisco, CA 94109
(415) 775-3300

P.O. Box 8110
San Jose, CA 95155
(408) 978-8700

20 North San Mateo Drive
P.O. Box 294
San Mateo, CA 94401
(415) 347-1251

P.O. Box 746
Santa Barbara, CA 93102
(805) 963-8657

1111 North Center Street
Stockton, CA 95202
(209) 948-4880, 4881

17662 Irvine Boulevard
Suite 15
Tustin, CA 92680
(714) 544-6942

Colorado

P.O. Box 7970
Colorado Springs, CO 80933
(303) 636-1155

1780 South Bellaire, Suite 700
Denver, CO 80222
(303) 758-8200

140 West Oak Street
Fort Collins, CO 80524
(303) 484-1348

113 West 4th Street
Pueblo, CO 81003
(303) 542-6464

Connecticut

Fairfield Woods Plaza
2345 Black Rock Turnpike
Fairfield, CT 06430
(203) 374-6161

630 Oakwood Avenue
Suite 223
West Hartford, CT 06110
(203) 247-8700

100 South Turnpike Road
Wallingford, CT 06492
(203) 269-2700 (inquiries)
(203) 269-4457 (complaints)

Delaware

20 South Walnut Street
P.O. Box 300
Milford, DE 19963
(302) 856-6969 (Sussex)
(302) 422-6300 (Kent)

2055 Limestone Road
Suite 200
Wilmington, DE 19808
(302) 652-3833

District of Columbia

1012 14th Street, N.W.
14th Floor
Washington, DC 20005
(202) 393-8000

Florida

13770 58th Street North
Suite 309
Clearwater, FL 34620
(813) 535-5522

3089 Cleveland Avenue
Fort Myers, FL 33901
(813) 334-7331
(813) 597-1322 (Naples)

16291 North West 57th Avenue
Miami, FL 33014
(305) 625-1302 (complaints)

608 Gulf Drive West, Suite 3
New Port Richey, FL 33552
(813) 842-5459
(904) 683-6060 (Hernando)
(813) 782-4151 (E. Pasco)

132 East Colonial Drive
Suite 213
Orlando, FL 32801
(305) 843-8873

210 Intendencia Street
Pensacola, FL 32501
(904) 433-6111

3015 Exchange Court
West Palm Beach, FL 33409
(305) 686-2200

Georgia

100 Edgewood Avenue
Suite 1012
Atlanta, GA 30303
(404) 688-4910 (inquiries)
(404) 688-2380 (complaints)

P.O. Box 2085
Augusta, GA 30903
(404) 722-1574

8 13th Street
Columbus, GA 31901
(404) 324-0712, 0713

P.O. Box 13956
Savannah, GA 31416
(912) 354-7521

Hawaii

1600 Kapiolani Boulevard
Suite 714
Honolulu, HI 96813
(808) 942-2355

Idaho

409 West Jefferson
Boise, ID 83702
(208) 342-4649

Illinois

211 West Wacker Drive
Chicago, IL 60606
(312) 444-1188 (inquiries)
(312) 346-3313 (complaints)

109 Southwest Jefferson Street
Suite 305
Peoria, IL 61602
(309) 673-5194

Indiana

118 South Second Street
Elkhart, IN 46516
(219) 293-5731

113 Southeast Fourth Street
Evansville, IN 47708
(812) 422-6879

1203 Webster Street
Fort Wayne, IN 46802
(219) 423-4433

4231 Cleveland Street
Gary, IN 46408
(219) 980-1511

Victoria Centre
22 East Washington Street
Suite 310
Indianapolis, IN 46204
(317) 637-0197

204 Iroquois Building
Marion, IN 46952
(317) 668-8954

Ball State University BBB
Whitinger Building, Room 160
Muncie, IN 47306
(317) 285-5668

50985 U.S. #33, North
South Bend, IN 46637
(219) 277-9121

Iowa
Alpine Centre
2435 Kimberly Road
Suite 110 N
Bettendorf, IA 52722
(319) 355-6344

1500 2nd Avenue, S.E.
Suite 212
Cedar Rapids, IA 52403
(319) 366-5401

615 Insurance Exchange
Building
Des Moines, IA 50309
(515) 243-8137

318 Badgerow Building
Sioux City, IA 51101
(712) 252-4501

Kansas
501 Jefferson, Suite 24
Topeka, KS 66607
(913) 232-0455

300 Kaufman Building
Wichita, KS 67202
(316) 263-3146

Kentucky
629 North Broadway
Lexington, KY 40508
(606) 252-4492

844 South Fourth Street
Louisville, KY 40203
(502) 583-6546

Louisiana
1407 Murray Street, Suite 101
Alexandria, LA 71301
(318) 473-4494

2055 Wooddale Boulevard
Baton Rouge, LA 70806
(504) 926-3010

300 Bond Street
Houma, LA 70360
(504) 868-3456

800 Jefferson Street
Lafayette, LA 70501
(318) 234-8341

1413 Ryan Street, Suite C
P.O. Box 1681
Lake Charles, LA 70602
(318) 433-1633

141 De Siard Street, Suite 114
Monroe, LA 71201
(318) 387-4600

301 Camp Street, Suite 403
New Orleans, LA 70130
(504) 581-6222

1401 North Market Street
Shreveport, LA 71107
(318) 221-8352

Maine
812 Stevens Avenue
Portland, ME 04103
(207) 878-2715

Maryland
401 North Howard Street
Baltimore, MD 21201
(301) 347-3990

11426 Rockville Pike
Suite 301
Rockville, MD 20852
(301) 468-3405

Massachusetts
8 Winter Street, 6th Floor
Boston, MA 02108
(617) 482-9151 (inquiries)
(617) 482-9190 (complaints)

106 State Road, Suite 4
Dartmouth, MA 02747
(617) 999-6060

1 Kendall Street, Suite 307
Framingham, MA 01701
(617) 872-5585

The Federal Building, Suite 1
78 North Street
Hyannis, MA 02601
(617) 771-3022

316 Essex Street
Lawrence, MA 01840
(617) 687-7666

293 Bridge Street, Suite 324
Springfield, MA 01103
(413) 734-3114

32 Franklin Street
Worcester, MA 01608
(617) 755-2548

Michigan
150 Michigan Avenue
Detroit, MI 48226
(313) 962-7566

620 Trust Building
Grand Rapids, MI 49503
(616) 774-8236

Minnesota
1745 University Avenue
St. Paul, MN 55104
(612) 646-7700 (inquiries)
(612) 646-4631 (complaints)

Mississippi
2917 West Beach Boulevard
Suite 103
Biloxi, MS 39531
(601) 374-2222

105 Fifth Avenue
Columbus, MS 39701
(601) 327-8594

1201 West Pine Street #4
Hattiesburg, MS 39401
(601) 582-0116

P.O. Box 2090
Jackson, MS 39225
(601) 948-8222

601 22nd Avenue, Suite 313
Meridian, MS 39301
(601) 482-8752

Missouri
306 East 12th Street
Suite 1024
Kansas City, MO 64106
(816) 421-7800

5100 Oakland, Suite 200
St. Louis, MO 63110
(314) 531-3300 (inquiries)

205 Park Central East
Room 312
Springfield, MO 65806
(417) 862-9231

Nebraska
719 North 48th Street
Lincoln, NE 68504
(402) 467-5261

417 Farnam Building
1613 Farnam Street
Omaha, NE 68102
(402) 346-3033

Nevada
1829 East Charleston
Boulevard, Suite 103
Las Vegas, NV 89104
(702) 382-7141

372-A Casazza Drive
Reno, NV 89502
(702) 322-0657

New Hampshire
One Pillsbury Street
Concord, NH 03301
(603) 224-1991

New Jersey
690 Whitehead Road
Lawrenceville, NJ 08648
(609) 396-1199
(Mercer County)
(201) 536-6306
(Monmouth County)
(201) 329-6855
(Middlesex, Somerset and
Hunderton counties)

34 Park Place
Newark, NJ 07102
(201) 643-3025

2 Forest Avenue
Paramus, NJ 07652
(201) 845-4044

1721 Route 37 East
Toms River, NJ 08753
(201) 270-5577

16 Maple Avenue, Box 303
Westmont, NJ 08108
(609) 854-8467

New Mexico
4600-A Montgomery, N.E.
Suite 200
Albuquerque, NM 87109
(505) 884-0500

308 North Locke
Farmington, NM 87401
(505) 326-6501

1210 Luisa Street, Suite 5
Santa Fe, NM 87502
(505) 988-3848

New York
775 Main Street, Suite 401
Buffalo, NY 14203
(716) 856-7180

266 Main Street
Farmingdale, NY 11735
(516) 420-0500

257 Park Avenue, South
New York, NY 10010
(212) 533-6200

1122 Sibley Tower
Rochester, NY 14604
(716) 546-6776

200 University Building
Syracuse, NY 13202
(315) 479-6635

258 Genesee Street
Utica, NY 13502
(315) 724-3129

120 East Main
Wappinger Falls, NY 12590
(914) 297-6550

One Brockway Place
White Plains, NY 10601
(914) 428-1230

North Carolina
29 1/2 Page Avenue
Ashville, NC 28801
(704) 253-2392

1130 East 3rd Street
Suite 400
Charlotte, NC 28204
(704) 332-7151

3608 West Friendly Avenue
Greensboro, NC 27410
(919) 852-4240
(919) 889-4297 (High Point)

P.O. Box 425
Newton, NC 28658
(704) 464-0372

3120 Poplarwood Drive
Suite G-1
Raleigh, NC 27604
(919) 872-9240

2110 Cloverdale Avenue
Suite 2-B
Winston-Salem, NC 27103
(919) 725-8348

Ohio
P.O. Box 596
Akron, OH 44308
(216) 253-4590

1434 Cleveland Avenue, North
Canton, OH 44703
(216) 454-9401

898 Walnut Street
Cincinnati, OH 45202
(513) 421-3015

2217 East 9th Street
Cleveland, OH 44115
(216) 241-7678

527 South High Street
Columbus, OH 43215
(614) 221-6336

40 West Fourth Street
Suite 260
Dayton, OH 45402
(513) 222-5825

P.O. Box 1706
Mansfield, OH 44901
(419) 522-1700

425 Jefferson Avenue
Suite 909
Toledo, OH 43604
(419) 241-6276

311 Mahoning Bank Building
P.O. Box 1495
Youngstown, OH 44501
(216) 744-3111

Oklahoma
17 South Dewey
Oklahoma City, OK 73102
(405) 239-6081
(405) 239-6083 (complaints)

4833 South Sheridan
Suite 412
Tulsa, OK 74145
(918) 664-1266

Oregon
520 South West 6th Avenue
Suite 600
Portland, OR 97204
(503) 226-3981

Pennsylvania
528 North New Street
Bethlehem, PA 18018
(215) 866-8780

53 North Duke Street
Lancaster, PA 17602
(717) 291-1151
(717) 232-2800 (Harrisburg)
(717) 846-2700 (York County)

511 North Broad Street
Philadelphia, PA 19123
(215) 574-3600

610 Smithfield Street
Pittsburgh, PA 15222
(412) 456-2700

601 Connell Building
6th Floor
Scranton, PA 18503
(717) 342-9129

Puerto Rico
GPO Box 70212
San Juan, PR 00936
(809) 756-5400

Rhode Island
270 Weybosset Street
Providence, RI 02903
(401) 272-9800 (inquiries)
(401) 272-9802 (complaints)

South Carolina
1338 Main Street, Suite 500
Columbia, SC 29201
(803) 254-2525

311 Pettigru Street
Greenville, SC 29601
(803) 242-5052

Tennessee
1010 Market Street, Suite 200
Chattanooga, TN 37402
(615) 266-6144

P.O. 3608
Knoxville, TN 37927
(615) 522-1300

1835 Union, Suite 312
Memphis, TN 38104
(901) 272-9641

506 Nashville City
Bank Building
Nashville, TN 37201
(615) 254-5872

Texas
Bank of Commerce Building
Suite 320
Abilene, TX 79605
(915) 691-1533

1008 West 10th
Amarillo, TX 79101
(806) 374-3735

1005 M Bank Plaza
Austin, TX 78701
(512) 476-6943

P.O. Box 2988
Beaumont, TX 77704
(409) 835-5348

202 Varisco Building
Bryan, TX 77803
(409) 823-8148, 8149

109 North Chapparal
Suite 101
Corpus Christi, TX 78401
(512) 888-5555

2001 Bryan Street, Suite 850
Dallas, TX 75201
(214) 220-2000

6024 Gateway East, Suite 1-C
El Paso, TX 79905
(915) 778-7000

709 Sinclair Building
106 West 5th Street
Fort Worth, TX 76102
(817) 332-7585

2707 North Loop West
Suite 900
Houston, TX 77008
(713) 868-9500

1015 15th Street
Lubbock, TX 97408
(806) 763-0459

Airport 20 Road
P.O. Box 6006
Midland, TX 79711
(915) 563-1880
(915) 563-1881 (complaints)

115 South Randolph
San Angelo, TX 76903
(915) 653-2318

1800 Northeast Loop 410
Suite 400
San Antonio, TX 78217
(512) 828-9441

6801 Sanger, Suite 125
Waco, TX 76710
(817) 772-7530

P.O. Box 69
Weslaco, TX 78596
(512) 968-3678

1106 Brook Avenue
Wichita Falls, TX 76301
(817) 723-5526

Utah
385 24th Street, Suite 717
Ogden, UT 84401
(801) 399-4701

1588 South Main Street
Salt Lake City, UT 84115
(801) 487-4656

Virginia
105 East Annandale Road
Suite 210
Falls Church, VA 22046
(703) 533-1900

2019 Llewellyn Avenue
P.O. Box 11133
Norfolk, VA 23517
(804) 627-5651
(804) 851-9101
(Peninsula area)

701 East Franklin Street
Suite 712
Richmond, VA 23219
(804) 648-0016

151 W. Campbell Avenue, S.W.
Roanoke, VA 24011
(703) 342-3455

Washington
127 West Canal Drive
Kennewick, WA 99336
(509) 582-0222

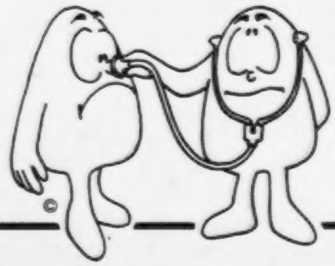
2200 Sixth Avenue
Seattle, WA 98121
(206) 448-8888

South 176 Stevens
Spokane, WA 99204
(509) 747-1155

1101 Fawcett Avenue, #222
Tacoma, WA 98402
(206) 383-5561

P.O. Box 1584
Yakima, WA 98907
(509) 248-1326

Wisconsin
740 North Plankinton Avenue
Milwaukee, WI 53203
(414) 273-1600



Health Fraud

1. If claims sound too good to be true, they probably are. Be cautious of claims offering "miracle or secret cures," or "scientific breakthroughs."
2. Check with your doctor, pharmacist, or other health professional before buying health care products or programs. For instance, medical science has not yet found a cure for arthritis, so products that promise to cure you of the disease are extremely suspect.
3. Be aware that fraudulent health-care products can rob you of more than your money. They can steal your health and even your life by causing you to delay appropriate health care.

Trade Associations and Third-Party Dispute Resolution Programs

Many industry associations help resolve problems between their member companies and consumers. Depending on the industry, responsibility for dispute resolution may rest with a trade association, service council, or a consumer action program.

The entries that follow are trade associations and third-party dispute resolution programs that handle consumer complaints on behalf of their respective members. Before contacting the industry-sponsored dispute resolution program, try to resolve the problem with the company.

Ms. Suzanne Comer
Public Relations
American Ambulance Association
1900 K Street N.W.
Suite 1105
Washington, DC 20006
(202) 887-5144
Membership: Private providers of pre-hospital medical care and medical transportation.

Ms. Ann Lawrence, Director
Education and Conventions
American Apparel Manufacturers Association
2500 Wilson Boulevard, Suite 301
Arlington, VA 22201
(703) 524-1864
Membership:
Manufacturers of wearing apparel.

Public Relations Director
American Arbitration Association
140 West 51st Street
New York, NY 10020
(212) 484-4006
Membership: Arbitrators.

American Automobile Association
8111 Gatehouse Road, Room 535
Falls Church, VA 22047
(703) 222-6446
Membership:
Federation of automobile clubs.

Mr. David Peterson
Director of Public Relations
American Collectors Association
4040 West 70th Street
P.O. Box 35106
Minneapolis, MN 55435
(612) 926-6547
Membership: Collection services handling overdue accounts for retail, professional, and commercial credit grantors.

Information Department
American Council of Life Insurance/Health Insurance Association of America
1001 Pennsylvania Avenue, N.W.
Washington, DC 20004
(written inquiries only)
Membership: Life, accident, and health insurance companies authorized to do business in the United States.

Ms. Jane Marden, Director
Consumer Affairs
Ms. Lisa Hill Williams, Director
Community Affairs
American Gas Association
1515 Wilson Boulevard
Arlington, VA 22209
(703) 841-8583
Membership: Distributors and transporters of natural, manufactured, and liquified gas.

American Health Care Association
1200 15th Street, N.W.
Washington, DC 20005
(202) 833-2050
Membership: Federation of state associations of long-term health care facilities.

American Hotel and Motel Association
888 Seventh Avenue
New York, NY 10106
(written inquiries only)
Membership: Federation of state and regional hotel associations.

Mr. Herb Finkston, Director
Professional Ethics
American Institute of Certified Public Accountants
1211 Avenue of the Americas
New York, NY 10036
(212) 575-6209
Membership: Professional society of accountants certified by the states and territories.

Mr. Ray Greenly, Director
Consumer Affairs
American Society of Travel Agents, Inc.
P.O. Box 23992
Washington, DC 20026
(703) 739-2782
Membership: Travel agents.

Mr. James A. Morrissey, Director
Communications Division
American Textile Manufacturers Institute
1101 Connecticut Avenue, N.W.
Suite 300
Washington, DC 20036
(202) 862-0552
Membership: Textile mills operating machinery for the manufacturing and processing of cotton, man-made, wool, and silk textile products.

National Administrator
Automotive Consumer Action Program (AUTOCAP)
8400 Westpark Drive
McLean, VA 22102
(703) 821-7000
Third-party dispute resolution program administered through the National Automotive Dealers Association.

BBB AUTO LINE
Council of Better Business Bureaus
1515 Wilson Boulevard
Arlington, VA 22209
(703) 276-0100
Third-party dispute resolution program for AMC, Audi, General Motors and its divisions, Honda, Jeep, Nissan, Peugeot, Porsche, Renault, SAAB, and Volkswagen.

BBB National Consumer Arbitration Program
Council of Better Business Bureaus
1515 Wilson Boulevard
Arlington, VA 22209
(703) 276-0100
Third-party dispute resolution.

Better Hearing Institute
P.O. Box 1840
Washington, DC 20013
(703) 642-0580
1 (800) EAR-WELL (toll free)
Membership: Professionals and others dedicated to helping persons with impaired hearing.

Consumer Affairs
Blue Cross and Blue Shield Association
1709 New York Avenue, N.W.
Suite 303
Washington, DC 20006
(202) 783-6222
Membership: Local Blue Cross and Blue Shield plans in the United States, Canada, and Jamaica.

Mr. Richard N. Hopper
Director of Governmental Affairs
Carpet and Rug Institute
1100 17th Street, N.W.
Washington, DC 20036
(written inquiries only)
Membership: Manufacturers of carpets, rugs, bath mats, and bedspreads; suppliers of raw materials and services to the industry.

Mr. Robert M. Fells, Assistant Secretary
Cemetery Consumer Service Council
P.O. Box 3574
Washington, DC 20007
(703) 379-6426
Council members: The American Cemetery Association, Cremation Association of North America, and the Pre-Arrangement of Interment Association of America.

Chrysler Customer Arbitration Board
P.O. Box 1718
Detroit, MI 48288
(313) 956-5970

Ms. Lorna Christie, Director
Ethics and Consumer Affairs
Direct Marketing Association
6 East 43rd Street
New York, NY 10017
(written complaints only)
Membership: Members who market goods and services directly to consumers using direct mail, catalogs, telemarketing, magazine and newspaper ads, and broadcast advertising.

Mr. William Rogal
Code Administrator
Direct Selling Association
1776 K Street, N.W., Suite 600
Washington, DC 20006
(202) 293-5760
Membership: Manufacturers and distributors selling consumer products door-to-door and through home-party plans.

Ms. Mary Ann Bernald, Manager
Consumer Affairs
Edison Electric Institute
1111 19th Street, N.W.
Washington, DC 20036
(202) 778-6560
Membership: Investor-owned electric utility companies operating in the United States.

Ms. Sally Browne, Executive Director
Consumer Affairs
Electronic Industries Association
Consumer Electronics Group
2001 Eye Street, N.W.
Washington, DC 20006
(202) 457-4977
Membership: Manufacturers of electronic parts, tubes, and solid state components; radio, television and video systems; audio equipment; and communications electronic products.

Ford Consumer Appeals Board
P.O. Box 1805
Dearborn, MI 48126
(313) 337-6950
1 (800) 241-8450
(toll free outside Michigan)

Funeral Service Consumer Action Program (ThanaCAP)
11121 West Oklahoma Avenue
Milwaukee, WI 53227
(414) 541-2500
Third-party dispute resolution program sponsored by the National Funeral Directors Association.

Ms. Nancy High, Executive Director
Furniture Industry Consumer Action Panel (FICAP)
HP-7
High Point, NC 27261
(written inquiries only)
Third-party dispute resolution program affiliated with the American Furniture Manufacturers Association.

Ms. Carole M. Rogin, Director
Market Development
Hearing Industries Association
1255 23rd Street, N.W.
Washington, DC 20037
(202) 833-1411
Membership: Companies engaged in the manufacture and or sale of electronic hearing aids, their components, parts, and related products and services on a national basis.

Home Owners Warranty Program (HOW)
2000 L Street, N.W.
Washington, DC 20036
1 (800) 241-9260 (toll free)
(Eastern zone)
1 (800) 433-7657 (toll free)
(Western zone)
Third-party dispute resolution program for new homes built by HOW-member home builders.

Director, Consumer Affairs
Insurance Information Institute
110 William Street
New York, NY 10038
(212) 669-9200 (call collect in New York)
1 (800) 221-4954
(toll free outside New York)
Membership: Property and liability insurance companies.

Consumer Affairs Department
International Airline Passengers Association
P.O. Box 660074
Dallas, TX 75266
(214) 520-1070
Membership: Persons who are frequent users of airlines.

National Headquarters
International Association for Financial Planning
2 Concourse Parkway, Suite 800
Altanta, GA 30328
1 (800) 241-2148 (toll free)
Membership: Individuals involved in financial planning.

Mr. Jack C. Thompson, Director
Subscription Inquiry Service
Magazine Publishers Association
575 Lexington Avenue
New York, NY 10022
(212) 752-0055
(written complaints only)
Membership: Publishers of 1,000 consumer and other magazines issued not less than 4 times a year.

Major Appliance Consumer Action Panel (MACAP)
20 North Wacker Drive
Chicago, IL 60606
(312) 984-5858
1 (800) 621-0477 (toll free outside Illinois)
Third-party dispute resolution program of the major appliance industry.

Mr. John E. Dianis
Executive Vice President
Monument Builders of North America
1612 Central Street
Evanston, IL 60201
(312) 869-2031
Membership: Monument retailers, manufacturers, and wholesalers; bronze manufacturers and suppliers.

Mr. Scott H. McCleary
Consumer Affairs Coordinator
Mortgage Bankers Association of America
1125 15th Street, N.W.
7th Floor
Washington, DC 20005
(202) 861-6583
Membership: Principal lending and investor interests in the mortgage finance field, including mortgage banking firms, commercial banks, life insurance companies, title companies, and savings and loan associations.

Multi-Door Dispute Resolution Program
District of Columbia Courthouse
Room C-500
500 Indiana Avenue, N.W.
Washington, DC 20001
(202) 879-1549
(DC residents only)

National Advertising Division (NAD)
Council of Better Business Bureaus
845 Third Avenue
New York, NY 10022
(212) 754-1320
Program: Handles complaints about fraudulent and deceptive advertising.

Mr. William Young, Director
Consumer Affairs/Public Liaison
National Association of Home Builders
15th and M Streets, N.W.
Washington, DC 20005
(202) 822-0409
1 (800) 368-5242
(toll free outside District of Columbia)
Membership: Single and multi-family home builders, commercial builders, and others associated with the building industry.

National Association of Personnel Consultants
1432 Duke Street
Alexandria, VA 22314
(703) 684-0180
Membership:
Private employment agencies.

Consumer Arbitration Center
National Association of Securities Dealers, Inc.
Two World Trade Center South Tower
98th Floor
New York City, NY 10048
(212) 839-6251
Third-party dispute resolution for complaints about over-the-counter stocks and corporate bonds.

Accrediting Commission
National Association of Trade & Technical Schools
2251 Wisconsin Avenue, N.W.
Washington, DC 20007
(202) 333-1021
(written inquiries only)
Membership: Private schools providing occupational training.

Mr. Lawrence Graham
Consumer Affairs
National Food Processors Association
1401 New York Avenue, N.W.
Washington, DC 20005
(202) 639-5939
Membership: Commercial packers of food products, such as fruit, vegetables, meats, seafood, and canned, frozen, dehydrated, pickled, and other preserved food items.

Ms. Deb Deutsch, Manager
Compliance
National Futures Association
200 West Madison Street
Chicago, IL 60606
(312) 781-1410
1 (800) 621-3570 (toll free outside Illinois)
Membership: Futures commission merchants; commodity trading advisors; commodity pool operators; brokers and associated individuals.

Ms. Paula Smith
Assistant to Executive Director
National Home Study Council
1601 18th Street, N.W.
Washington, DC 20009
(written inquiries only)
Membership:
Home study (correspondence) schools.

National Tire Dealers and Retreaders Association
1250 Eye Street, N.W.
Suite 400
Washington, DC 20005
(202) 789-2300
Membership: Independent tire dealers and retreaders.

Department of Consumer Affairs
National Turkey Federation
11319 Sunset Hills Road
Reston, VA 22090
(written inquiries only)
Membership: Turkey growers, turkey hatcheries, turkey breeders, processors, marketers, and allied industry firms and poultry distributors.

Mr. Craig Halverson
Assistant Executive Director of Industry Services and Communications
Photo Marketing Association
3000 Picture Place
Jackson, MI 42901
(written complaints only)
Membership: Retailers of photo equipment, film, and supplies; firms developing and printing film.

Ms. Mildred Gallik
Director of Consumer Affairs
The Soap and Detergent Association
475 Park Avenue South
New York, NY 10016
(212) 725-1262
Membership: Manufacturers of soap, detergents, fatty acids, and glycerine; raw materials suppliers.

Ms. Diane Cardinale
Assistant Communications Director
Toy Manufacturers of America
200 Fifth Avenue, Room 740
New York, NY 10010
(212) 675-1141
Membership: American toy manufacturers.

Mr. Robert E. Whitley, President
U.S. Tour Operators Association (USTOA)
211 East 51st Street
Suite 12-B
New York, NY 10022
(212) 944-5727
Membership: Wholesale tour operators, common carriers, suppliers, and purveyors of travel services.

Airline Passenger Tips

1. When making a reservation on an airline, always ask about fees or penalties for changing or canceling a reservation or a paid ticket. There may be a variety of ticket prices with varying penalties and conditions. Choose the one that best fits your needs.
2. If a flight is canceled, ask the airline representative to seat you on the next available flight. Always check the ticket options available on the flight you choose, as well as the options available on alternate flights.
3. Read the disclosure statement on the back of your ticket. It explains your rights and responsibilities as a passenger, in addition to the airline's liability for overbooking seats and for losing or damaging luggage.
4. When flights are overbooked, airline representatives are required to ask for volunteers to give up their reservations in exchange for a payment of the airline's choosing. If you volunteer, be sure to get any compensation arrangements in writing.
5. If you are "bumped" or involuntarily reassigned to a later flight, the airline must provide a written statement of your rights and entitled compensation. The complete rules for compensation are available at all airport ticket counters and boarding locations.
6. If your luggage is lost or damaged in flight, you are entitled to the fair market value of your belongings—up to $1,250 per passenger for checked and $400 for unchecked baggage.
7. Many airlines offer "excess value" insurance for luggage valued over and above the $1,250 limit. Read the contract terms carefully to determine exactly what is covered and under what circumstances you are eligible for compensation.

State, County, and City Government Consumer Protection Offices

State and local consumer protection offices resolve individual consumer complaints, conduct information and educational programs, and enforce consumer protection and fraud laws. Local consumer offices can be particularly helpful for both pre-purchase information and complaint handling because they are often very familiar with local businesses and laws.

Most of these offices require complaints in writing. Call to find out the correct procedure for filing a complaint and what sales documents are needed. For easy reference, each listing highlights the city as well as any toll-free and TDD telephone numbers.

Alabama

Mr. Michael A. Bownes, Acting Director
Consumer Protection Division
Office of Attorney General
11 South Union Street
Montgomery, AL 36130
(205) 261-7334
1 (800) 392-5658 (toll free in Alabama)

Alaska

State Offices
Mr. Robert E. Mintz, Acting Chief
Consumer Protection Section
Office of Attorney General
1031 West Fourth Avenue, Suite 110
Anchorage, AK 99501
(907) 279-0428

Mr. James C. Hayes, Investigator
Office of Attorney General
100 Cushman Street, Suite 400
Fairbanks, AK 99701
(907) 456-8588

American Samoa

Mr. Donald A. Griesman, Director
Consumer Protection Bureau
P.O. Box 7
Pago Pago, AQ 96799
(684) 633-1786 (on island)
(684) 663-4163

Arizona

State Offices
Mr. Patrick Murphy, Chief Counsel
Financial Fraud Division
Office of Attorney General
1275 West Washington Street
Phoenix, AZ 85007
(602) 255-3702 (fraud only)
1 (800) 352-8431 (toll free in Arizona)

Mr. John F. Kelly
Assistant Attorney General
Financial Fraud Division
Office of Attorney General
402 West Congress Street, Suite 315
Tucson, AZ 85701
(602) 628-5501

County Offices
Mr. Stephen Udall, County Attorney
Apache County Attorney's Office
P.O. Box 637
St. Johns, AZ 85936
(602) 337-4364

Mr. Alan Polley, County Attorney
Cochise County Attorney's Office
P.O. Drawer CA
Bisbee, AZ 85603
(602) 432-5703

Mr. John Verkamp, County Attorney
Coconino County Attorney's Office
Coconino County Courthouse
Flagstaff, AZ 86001
(602) 779-6518

Mr. Joe Albo, Jr., County Attorney
Gila County Attorney's Office
1400 East Ash Street
Globe, AZ 85501
(602) 425-3231

Mr. Jack Williams, County Attorney
Graham County Attorney's Office
Graham County Courthouse
Safford, AZ 85546
(602) 428-3620

Mr. William A. Coffeen, County Attorney
Greenlee County Attorney's Office
P.O. Box 727
Clifton, AZ 85533
(602) 865-3842

Mr. Steven P. Suskin, County Attorney
La Paz County Attorney's Office
1200 Arizona Avenue
P.O. Box 709
Parker, AZ 85344
(602) 669-6118

Mr. Thomas Collins, County Attorney
Maricopa County Attorney's Office
101 West Jefferson, Suite 400
Phoenix, AZ 85003
(602) 262-3411

Mr. William Ekstrom, County Attorney
Mohave County Attorney's Office
315 North 4th Street
Kingman, AZ 86401
(602) 757-0719

Mr. Dale K. Patton, Jr., County Attorney
Navajo County Attorney's Office
Governmental Complex
Holbrook, AZ 86025
(602) 524-6161

Mr. Stephen D. Neely, County Attorney
Pima County Attorney's Office
131 West Congress
Tucson, AZ 85701
(602) 792-8411

Mr. Roy Mendoza, County Attorney
Pinal County Attorney's Office
P.O. Box 887
Florence, AZ 85232
(602) 868-5801

Mr. Jose L. Machado, County Attorney
Santa Cruz County Attorney's Office
Chenowith and Loma Streets
Nogales, AZ 85621
(602) 287-9158

Mr. Charles Hastings, County Attorney
Yavapai County Attorney's Office
Yavapai County Courthouse
Prescott, AZ 86301
(602) 445-7450

Mr. David S. Ellsworth, County Attorney
Yuma County Attorney's Office
168 South Second Avenue
Yuma, AZ 85364
(602) 782-4534

City Office
Mr. Ronald M. Detrick, Supervising Attorney
Consumer Affairs Division
Tucson City Attorney's Office
2500 North Tucson Boulevard, Suite 102
P.O. Box 27210
Tucson, AZ 85726
(602) 791-4886

Arkansas

Mr. Tom J. Hicks, Director
Consumer Protection Division
Office of Attorney General
201 East Markham Street
Little Rock, AR 72201
(501) 371-2341 (voice/TDD)
1 (800) 482-8982
(toll free voice/TDD in Arkansas)

California

State Offices
Mr. Michael A. Kelley, Director
California Department of Consumer Affairs
1020 N Street
Sacramento, CA 95814
(916) 445-0660 (complaint assistance)
(916) 445-1254 (consumer information)
(916) 322-1700 (TDD)

Public Inquiry Unit
Office of Attorney General
1515 K Street, Suite 511
P.O. Box 944255
Sacramento, CA 94244
(916) 322-3360
1 (800) 952-5225 (toll free in California)
1 (800) 952-5548
(toll free TDD in California)

Bureau of Automotive Repair
California Department of Consumer Affairs
10240 Systems Parkway
Sacramento, CA 95827
(916) 366-5055
1 (800) 952-5210
(toll free in California—auto repair only)

California Department of Consumer Affairs
107 South Broadway, Room 8020
Los Angeles, CA 90012
(213) 620-4360
(213) 620-2179 (TDD)

County Offices
Ms. Lorraine K. Provost, Coordinator
Alameda County
Consumer Affairs Commission
10910 East 14th Street
Oakland, CA 94603
(415) 639–4812

Mr. Gary Yancey, District Attorney
Special Operations Division
Contra Costa County
District Attorney's Office
725 Court Street, 4th Floor
P.O. Box 670
Martinez, CA 94553
(415) 372–4500, ext. 4620

Mr. Alan Yengoyan
Senior Deputy District Attorney
Business Affairs
Fresno County District Attorney's Office
2220 Tulare Street, Suite 1000
Fresno, CA 93721
(209) 488–3156

Mr. Edward R. Jagels, District Attorney
Consumer and Major Business
Fraud Section
Kern County District Attorney's Office
1215 Truxton Avenue
Bakersfield, CA 93301
(805) 861–2421

Ms. Shirley Goldinger, Director
Los Angeles County
Department of Consumer Affairs
500 West Temple Street, Room B–96
Los Angeles, CA 90012
(213) 974–1452

Ms. Betty Times, Director
Citizens Service Office
Marin County Mediation Services
Marin County Civic Center, Room 423
San Rafael, CA 94903
(415) 499–6190

Mr. Jerry Herman, District Attorney
Consumer Affairs Division
Marin County District Attorney's Office
Marin County Civic Center, Room 155
San Rafael, CA 94903
(415) 499–6482

Mr. Girard R. Courteau
Deputy District Attorney
Consumer Protection Division
Marin County District Attorney's Office
Hall of Justice, Room 183
San Rafael, CA 94903
(415) 499–6450

Ms. Susan Massini, District Attorney
Mendocino County District Attorney's Office
P.O. Box 1000
Ukiah, CA 95482
(707) 463–4211

Ms. Candice Chin, Coordinator
Monterey County
Office of Consumer Affairs
P.O. Box 1369
Salinas, CA 93902
(408) 758–4626

Mr. Mark Pollock, Deputy District Attorney
Consumer Affairs Division
Napa County District Attorney's Office
1125 Third Street
P.O. Box 720
Napa, CA 94559
(707) 253–4211

Mr. Patrick Geary, Deputy District Attorney
Major Fraud/Consumer Protection Unit
Orange County District Attorney's Office
700 Civic Center Drive West
P.O. Box 808
Santa Ana, CA 92702
(714) 834–3600

Mr. Randy Tagami, Deputy District Attorney
Economic Crime Division
Riverside County District Attorney's Office
4080 Lemon Street
Riverside, CA 92501
(714) 787–6372

Mr. Salvatore P. Spinosa
Supervising Deputy District Attorney
Consumer and Environmental
Protection Division
Sacramento County
District Attorney's Office
P.O. Box 749
Sacramento, CA 95804
(916) 440–6174

Mr. Anthony Samson, Director
Consumer Fraud Division
San Diego County District Attorney's Office
P.O. Box X–1011
San Diego, CA 92112
(619) 236–2474

Mr. Robert H. Perez, Attorney
Consumer Fraud/Economic Crime Unit
San Francisco County
District Attorney's Office
732 Brennan Street
San Francisco, CA 94103
(415) 552–6400

Mr. Stephen Taylor, Deputy District Attorney
Consumer Fraud and
Regulatory Agencies Division
San Joaquin County
District Attorney's Office
222 East Weber
P.O. Box 990
Stockton, CA 95201
(209) 944–3811

Ms. Leigh Lawrence
Small Claims Adviser
Consumer Fraud Department
County Government Center
1050 Monterey Street, Room 450
San Luis Obispo, CA 93408
(805) 541–5856

Mr. John E. Wilson, Deputy
Consumer Fraud and
Environmental Protection Unit
San Mateo County District Attorney's Office
401 Marshall Street
Hall of Justice and Records
Redwood City, CA 94063
(415) 363–4656

Mr. Robert Glogow, Deputy District Attorney
Consumer/Business Law Section
Santa Barbara County
District Attorney's Office
118 East Figueroa
Santa Barbara, CA 93101
(805) 963–6156

Mr. Albert C. Bender, Deputy District Attorney
Consumer Fraud Unit
Santa Clara County District Attorney's Office
70 West Hedding Street, West Wing
San Jose, CA 95110
(408) 299–7435

Mr. Lawrence R. Sheahan, Director
Santa Clara County
Department of Consumer Affairs
2175 The Alameda
San Jose, CA 95126
(408) 299–4211

Ms. Robin McFarland
Ms. Gloria Lorenzo
Coordinators, Division of Consumer Affairs
Santa Cruz County District Attorney's Office
701 Ocean Street, Room 200
Santa Cruz, CA 95060
(408) 425–2054

Mr. Thomas Quinlan
Deputy District Attorney
Consumer Fraud Unit
Stanislaus County District Attorney's Office
P.O. Box 442
Modesto, CA 95353
(209) 571–5550

Mr. Mark Geiger, Deputy District Attorney
Consumer Affairs Unit
Solano County District Attorney's Office
600 Union Avenue
Fairfield, CA 94533
(707) 429–6451

Mr. Greg Brose, Deputy District Attorney
Consumer and Environmental
Protection Division
Ventura County District Attorney's Office
800 South Victoria Avenue
Ventura, CA 93009
(805) 654–3110

Mr. David D'Arco, Deputy District Attorney
Consumer Fraud Division
Yolo County District Attorney's Office
P.O. Box 1247
Woodland, CA 95695
(916) 666–8180

City Offices
Ms. Sue Frauens
Supervising Deputy City Attorney
Consumer Protection Division
Los Angeles City Attorney's Office
200 North Main Street
1600 City Hall East
Los Angeles, CA 90012
(213) 485–4515

Mr. William R. Newsome III
Deputy City Attorney
San Diego City Attorney's Office
Consumer Fraud Unit
525 B Street, Suite 2100
San Diego, CA 92101
(619) 236–6007

Ms. Teresa Bransfield
Consumer Affairs Specialist
Consumer Division
Santa Monica City Attorney's Office
1685 Main Street, Room 310
Santa Monica, CA 90401
(213) 458–8336

Colorado

State Offices
Mr. Garth C. Lucero, Chief
Consumer Protection Unit
Office of Attorney General
1525 Sherman Street, 3rd Floor
Denver, CO 80203
(303) 866–5167

Ms. Helen Davis
Consumer and Food Specialist
Department of Agriculture
1525 Sherman Street, 4th Floor
Denver, CO 80203
(303) 866–3561

County Offices
Mr. Victor Reichman, District Attorney
Archuleta, LaPlata and San Juan Counties
District Attorney's Office, P.O. Drawer 3455
Durango, CO 81302
(303) 247–8850

Mr. Alex Hunter, District Attorney
Boulder County District Attorney's Office
P.O. Box 471
Boulder, CO 80306
(303) 441–3700

Ms. Clair Villano, Executive Director
Denver County District Attorney's
Consumer Fraud Office
303 West Colfax, Suite 1300
Denver, CO 80204
(303) 575–3555 (inquiries)
(303) 575–3557 (complaints)

Mr. David Zook
Chief Deputy District Attorney
Economic Crime Division
El Paso and Teller Counties District
Attorney's Office
326 South Tejon
Colorado Springs, CO 80903
(303) 520–6002

Mr. Al Bloom, Investigator
Larimer County District Attorney's Office
Rocky Mountain Bank Building
P.O. Box 1489
Fort Collins, CO 80522
(303) 221–7200

Mr. Gus Sandstrom, District Attorney
Pueblo County District Attorney's Office
Courthouse
Tenth and Main Streets
Pueblo, CO 81003
(303) 544–0075

Mr. Stanley C. Peak, District Attorney
Weld County
District Attorney's Consumer Office
P.O. Box 1167
Greeley, CO 80632
(303) 356–4734

Connecticut

State Offices
Ms. Mary M. Heslin, Commissioner
Department of Consumer Protection
State Office Building
165 Capitol Avenue
Hartford, CT 06106
(203) 566–4999
1 (800) 842–2649 (toll free in Connecticut)

Mr. Robert M. Langer
Assistant Attorney General
Antitrust/Consumer Protection
Office of Attorney General
30 Trinity Street
Hartford, CT 06106
(203) 566–5374

City Office
Mr. Guy Tommasi, Director
Middletown Office of Consumer Protection
City Hall
Middletown, CT 06457
(203) 344–3491

Delaware

State Offices
Mr. Donald E. Williams, Director
Division of Consumer Affairs
Department of Community Affairs
820 North French Street, 4th Floor
Wilmington, DE 19801
(302) 571–3250

Mr. William Erhart, Deputy-in-Charge
Economic Crime/Consumer Rights Division
Office of Attorney General
820 North French Street
Wilmington, DE 19801
(302) 571–3849

District of Columbia

Mr. Donald G. Murray, Director
Department of Consumer and
Regulatory Affairs
614 H Street, N.W.
Washington, DC 20001
(202) 727–7000

Florida

State Offices
Ms. Helen S. Webb, Assistant Director
Department of Agriculture and
Consumer Services
Division of Consumer Services
508 Mayo Building
Tallahassee, FL 32399
(904) 488–2226
1 (800) 342–2176 (toll free TDD in Florida)
1 (800) 327–3382
(toll free information and education)

Mr. Sheldon Zipkin, Chief
Consumer Litigation Section
Consumer Protection Division
Office of Attorney General
401 N.W. Second Avenue, Suite 450
Miami, FL 33128
(305) 377–5619

County Offices
Mr. Phillip Archer, Assistant State Attorney
Brevard County Consumer Fraud Division
Office of State Attorney
County Courthouse
Titusville, FL 32780
(305) 269–8112

Mr. Stanley A. Kaufman, Director
Broward County, Consumer Affairs Division
115 South Andrews Avenue, Room 119
Fort Lauderdale, FL 33301
(305) 357–6030

Mr. Arthur Hershbein, Director
Metropolitan Dade County
Consumer Protection Division
140 West Flagler Street, Suite 1605
Miami, FL 33130
(305) 375–4222

Mr. Leonard Elias, Consumer Advocate
Metropolitan Dade County
140 West Flagler Street, Suite 1606
Miami, FL 33130
(305) 375–4206

Mr. Fredric A. Kerstein, Chief
Dade County Economic Crime Unit
Office of State Attorney
1351 N.W. 12th Street, Room 908
Miami, FL 33125
(305) 547–7041

Mr. Thatcher Walt
Consumer Affairs Officer
Duval County Division of Consumer Affairs
Department of Human Resources
City Hall, Room 614
220 East Bay Street
Jacksonville, FL 32202
(904) 630–1280

Mr. Sam Ucoello, Director
Hillsborough County
Department of Consumer Affairs
412 East Madison Street, Room 1001
Tampa, FL 33602
(813) 272–6750

Mr. Larry F. Blalock, Chief
Orange County Consumer Fraud Unit
250 North Orange Avenue
P.O. Box 1673
Orlando, FL 32802
(305) 420–4190

Citizens Intake
Palm Beach County Consumer Fraud Unit
Office of State Attorney
P.O. Drawer 2905
West Palm Beach, FL 33402
(305) 820–3560

Ms. Alice C. Skaggs, Director
Palm Beach County
Department of Consumer Affairs
301 North Olive Avenue, Suite 301
West Palm Beach, FL 33401
(305) 820–2670

Mr. Alfred J. Cortis, Administrator
Pasco County Consumer Affairs Division
7530 Little Road
New Port Richey, FL 33553
(813) 847–8110

Mr. William H. Richards, Director
Pinellas County Office of Consumer Affairs
P.O. Box 5145
Largo, FL 34294
(813) 582–5402

Ms. Tina Hill, Coordinator
Seminole County Fraud Division
Office of State Attorney
100 East First Street
Sanford, FL 32771
(305) 322–7534

City Offices
Mr. Al Dezure, Chairman
Lauderhill Consumer Protection Board
1176 N.W. 42nd Way
Lauderhill, FL 33313
(305) 583–1045

Mr. Irving Lopatey, Chairman
Tamarac Board of Consumer Affairs
5811 N.W. 88th Avenue
Tamarac, FL 33321
(305) 722–5900, ext. 389
(Tuesday, Wednesday, and Thursday)
(10 a.m.–12 noon)

Georgia
Mr. Barry Reid, Administrator
Governor's Office of Consumer Affairs
2 Martin Luther King, Jr., Drive, S.E.
Plaza Level—East Tower
Atlanta, GA 30334
(404) 656–7000
1 (800) 282–5808 (toll free in Georgia)

Hawaii
State Offices
Mr. Philip Doi, Director
Office of Consumer Protection
Department of Commerce
and Consumer Affairs
250 South King Street, Room 520
P.O. Box 3767
Honolulu, HI 96812
(808) 548–2560
(administration and legal—Hawaii only)
(808) 548–2540
(complaints and investigations—Hawaii only)

Mr. Gene Murayama, Investigator
Office of Consumer Protection
Department of Commerce
and Consumer Affairs
75 Aupuni Street
Hilo, HI 96720
(808) 961–7433

Mr. Glenn Ikemoto, Investigator
Office of Consumer Protection
Department of Commerce
and Consumer Affairs
3060 Eiwa Street
Lihue, HI 96766
(808) 245–4365

Mr. Herbert Ohigashi, Investigator
Office of Consumer Protection
Department of Commerce
and Consumer Affairs
54 High Street, P.O. Box 1098
Wailuku, HI 96793
(808) 244–4387

Illinois
State Offices
Ms. Drinda L. O'Connor, Director
Governor's Office of Citizens Assistance
201 West Monroe Street
Springfield, IL 62706
(217) 782–0244
1 (800) 642–3112 (toll free in Illinois)

Mr. William Sullivan, Chief
Consumer Protection Division
Office of Attorney General
100 West Randolph, 12th Floor
Chicago, IL 60601
(312) 917–3580
(312) 793–2852 (TDD)

Ms. Elaine Hirsch, Director
Department of Citizen Rights
100 West Randolph, 12th Floor
Chicago, IL 60601
(312) 917–3289
(312) 793–2852 (TDD)

Regional Offices
Mr. Howard L. Hood
Assistant Attorney General and Chief
Consumer Protection Division
Office of Attorney General
500 South Second Street
Springfield, IL 62706
(217) 782–9011
1 (800) 252–8666 (toll free in Illinois)

Ms. Kimberly L. Dahlen
Assistant Attorney General
Carbondale Regional Office
Office of Attorney General
626A East Walnut Street
Carbondale, IL 62901
(618) 457–3505
(618) 457–4421 (TDD)

Ms. Regina Haasis
Assistant Attorney General
Champaign Regional Office
34 East Main Street
Champaign, IL 61820
(217) 333–7691 (voice/TDD)

Ms. Agather Falker, Assistant Attorney General
East St. Louis Regional Office
Office of Attorney General
8712 State Street
East St. Louis, IL 62203
(618) 398–1006
(618) 398–1009 (TDD)

Mr. Dennis Orsey, Assistant Attorney General
Granite City Regional Office
Office of Attorney General
1314 Niedringhaus
Granite City, IL 62040
(618) 877–0404

Mr. Charles Smith
Assistant Attorney General
Kankakee Regional Office
Office of Attorney General
270 East Court Street
Kankakee, IL 60901
(815) 935–8500

Mr. Jerry Sisul, Assistant Attorney General
LaSalle Regional Office
Office of Attorney General
143 Gooding
LaSalle, IL 61301
(815) 224–4861
(815) 224–4864 (TDD)

Mr. Gary Duncan
Assistant Attorney General
Mt. Vernon Regional Office
Office of Attorney General
718 East Main
Mt. Vernon, IL 62864
(618) 242–8200 (voice/TDD)

Ms. Diane Zimmerman
Assistant Attorney General
Peoria Regional Office
Office of Attorney General
323 Main Street
Peoria, IL 61602
(309) 671–3191
(309) 671–3089 (TDD)

Mr. Charles Scholz
Assistant Attorney General
Quincy Regional Office
Office of Attorney General
523 Main Street
Quincy, IL 62301
(217) 223–2221 (voice/TDD)

Mr. Dan M. Slack
Assistant Attorney General
Rock Island Regional Office
Office of Attorney General
310 20th Street
Rock Island, IL 61201
(309) 793–0950
(309) 793–0956 (TDD)

Mr. L. Joseph Howard
Assistant Attorney General
Rockford Regional Office
Office of Attorney General
119 North Church Street
Rockford, IL 61101
(815) 987–7580
(815) 987–7579 (TDD)

Ms. Elizabeth Foran
Assistant Attorney General
Waukegan Regional Office
Office of Attorney General
32 North Utica
Waukegan, IL 60085
(312) 336–2207
(312) 336–2374 (TDD)

Ms. Colleen McLaughlin
Assistant Attorney General
West Chicago Regional Office
163 West Roosevelt Road
West Chicago, IL 60185
(312) 293–0200 (voice/TDD)

Mr. Michael Pasko
Assistant Attorney General
West Frankfort Regional Office
Office of Attorney General
222 East Main Street
West Frankfort, IL 62896
(618) 937–6453

County Offices
Ms. Caroline Shoenberger, Supervisor
Consumer Fraud Division
Cook County Office of State Attorney
303 Daley Center
Chicago, IL 60602
(312) 443–4600

Mr. Dick Allen, State's Attorney
Madison County Office of State Attorney
103 Purcell Street, 3rd Floor
Edwardsville, IL 62025
(618) 692–6280

Mr. Floyd Atkinson, Director
Consumer Protection Division
Rock Island County Office of State Attorney
County Courthouse
Rock Island, IL 61201
(309) 786–4451, ext. 229

City Offices
Ms. Mary Runion, Consumer Fraud
Wheeling Township
1616 North Arlington Heights Road
Arlington Heights, IL 60004
(312) 259–7730
(Wednesdays only)

Ms. Brenetta Howell Barrett, Commissioner
Chicago Department of Consumer Services
121 North LaSalle Street, Room 808
Chicago, IL 60602
(312) 744–4090
(312) 744–4000 (TDD)

Mr. Robert E. Hinde, Administrator
Des Plaines
Consumer Protection Commission
1420 Miner Street
Des Plaines, IL 60016
(312) 391–5363

Indiana

State Office
Mr. David A. Miller
Chief Counsel and Director
Consumer Protection Division
Office of Attorney General
219 State House
Indianapolis, IN 46204
(317) 232–6330
1 (800) 382–5516 (toll free in Indiana)

County Offices
Ms. Gail Barus, Director
Consumer Protection Division
Lake County Prosecutor's Office
2293 North Main Street
Crown Point, IN 46307
(219) 738–9055

Mr. Stephen Goldsmith
Marion County Prosecuting Attorney
560 City–County Building
Indianapolis, IN 46204
(317) 236–3522

Mr. Robert Pigman
Vanderburgh County Prosecuting Attorney
Room 220, Courts Building
Civic Center Complex
Evansville, IN 47708
(812) 426–5150

City Offices
Mr. Robert McCrady, Director
Gary Office of Consumer Affairs
Annex East
1100 Massachusetts Street
Gary, IN 46407
(219) 886–0145

Iowa

State Offices
Mr. William P. Angrick II
Iowa Citizens' Aide/Ombudsman
515 East 12th Street
Des Moines, IA 50319
(515) 281–3592
1 (800) 358–5510 (toll free in Iowa)

Mr. Richard Cleland
Assistant Attorney General
Consumer Protection Division
Office of Attorney General
1300 East Walnut Street, 2nd Floor
Des Moines, IA 50319
(515) 281–5926

Kansas

State Office
Mr. Arthur R. Weiss, Chief
Consumer Protection Division
Office of Attorney General
Kansas Judicial Center, 2nd Floor
Topeka, KS 66612
(913) 296–3751
1 (800) 432–2310 (toll free in Kansas)

County Offices
Mr. Steven Obermeier, Head
Consumer Fraud Division
Johnson County District Attorney's Office
Johnson County Courthouse, P.O. Box 728
Olathe, KS 66061
(913) 782–5000, ext. 5318 (voice/TDD)

Mr. David Moses, Director
Consumer Fraud and
Economic Crime Division
Sedgwick County District Attorney's Office
Sedgwick County Courthouse
Wichita, KS 67203
(316) 268–7921

Mr. James J. Welch
Assistant District Attorney
Shawnee County District Attorney's Office
Shawnee County Courthouse, Room 212
Topeka, KS 66603
(913) 295–4330

City Office
Mr. Brian Vazquez
Assistant City Attorney
Topeka Consumer Protection Division
City Attorney's Office
215 East Seventh Street
Topeka, KS 66603
(913) 295–3883

Kentucky

State Offices
Mr. Robert V. Bullock, Director
Consumer Protection Division
Office of Attorney General
209 Saint Clair Street
Frankfort, KY 40601
(502) 564–2200
1 (800) 432–9257 (toll free in Kentucky)

Mr. Robert L. Winlock, Administrator
Consumer Protection Division
Office of Attorney General
514 West Liberty Street, Suite 139
Louisville, KY 40202
(502) 588–3262

Louisiana

State Offices
Ms. Jean Ray, Chief
Consumer Protection Section
Office of Attorney General
State Capitol Building
P.O. Box 94005
Baton Rouge, LA 70804
(504) 342–7013

Ms. Linda Morrison, Assistant Commissioner
Office of Agro-Consumer Services
Department of Agriculture
325 Loyola Avenue, Room 317
New Orleans, LA 70112
(504) 568–5472

County Office
Sgt. Albert H. Olsen, Chief
Consumer Protection Division
Jefferson Parish District Attorney's Office
200 Huey P. Long Avenue
Gretna, LA 70053
(504) 364–3644

Maine

State Offices
Mr. Harry W. Giddinge
Acting Superintendent
Bureau of Consumer Credit Protection
State House Station No. 35
Augusta, ME 04333
(207) 289–3731

Mr. Stephen Wessler, Chief
Consumer and Antitrust Division
Office of Attorney General
State House Station No. 6
Augusta, ME 04333
(207) 289–3716 (9 a.m.–1 p.m.)

Southern Maine
Mediation Consumer Service
Office of Attorney General
991 Forest Avenue
Portland, ME 04104
(207) 797–8978 (1 p.m.–4 p.m.)

Maryland

State Offices
Mr. Steven J. Cole, Chief
Consumer Protection Division
Office of Attorney General
Seven North Calvert Street
Baltimore, MD 21202
(301) 528–8662 (9 a.m.–1 p.m.)
(301) 576–6372 (TDD in Baltimore area)
(301) 565–0451
(TDD in Washington metropolitan area)

Mr. Ronald E. Forbes, Director
Licensing & Consumer Services
Motor Vehicle Administration
6601 Ritchie Highway, N.E.
Glen Burnie, MD 21062
(301) 768–7420

Ms. Emalu Myer Twilley
Consumer Specialist
Eastern Shore Branch Office
Consumer Protection Division
Office of Attorney General
State Office Complex
Route 50 and Cypress Street
Salisbury, MD 21801
(301) 543-6620

Mr. Larry Munson, Director
Western Maryland Branch Office
Consumer Protection Division
Office of Attorney General
138 East Antietam Street, Suite 210
Hagerstown, MD 21740
(301) 791-4780

County Offices
Mr. Manus O'Donnell, Administrator
Howard County Office of Consumer Affairs
3450 Courthouse Drive
Ellicott City, MD 21043
(301) 992-2176
(301) 992-2052 (TDD)

Ms. Barbara B. Gregg, Executive Director
Montgomery County
Office of Consumer Affairs
100 Maryland Avenue, 3rd Floor
Rockville, MD 20850
(301) 251-7373

Ms. Donna Crocker, Executive Director
Prince George's County
Consumer Protection Commission
1142 County Administration Building
Upper Marlboro, MD 20772
(301) 952-4700
(301) 627-3352 (TDD)

Massachusetts

State Offices
Mr. Mark Covan, Chief
Consumer Protection Division
Department of Attorney General
One Ashburton Place, 19th Floor
Boston, MA 02108
(617) 727-8400
(information and referral only)

Ms. Paula W. Gold, Secretary
Executive Office of
Consumer Affairs and Business Regulation
One Ashburton Place, Room 1411
Boston, MA 02108
(617) 727-7780
(information and referral only)

Mr. Richard Dalton
Assistant Attorney General
Consumer Protection Division
Department of Attorney General
436 Dwight Street
Springfield, MA 01103
(413) 785-1951

County Offices
Mr. Richard Steward, Office Supervisor
Consumer Protection Division
Franklin County District Attorney's Office
55 Federal Street
Greenfield, MA 01301
(413) 774-5102

Project Coordinator
Worcester County Consumer Rights Project
332 Main Street, Suite 320
Worcester, MA 01608
(617) 752-3410 (1 p.m.-4 p.m.)

City Offices
Ms. Diane J. Modica, Commissioner
Boston Mayor's Office of Consumer Affairs
One City Hall Plaza, Room 613
Boston, MA 02201
(617) 725-3320

Ms. Elizabeth Cannon, Director
Consumer Division
Lowell Community Team Work, Inc.
167 Dutton Street
Lowell, MA 01852
(617) 452-0908

Michigan

State Offices
Mr. Frederick H. Hoffecker
Assistant Attorney General
Consumer Protection Division
Office of Attorney General
670 Law Building
Lansing, MI 48913
(517) 373-1140

Mr. Kent Wilcox, Executive Director
Michigan Consumers Council
414 Hollister Building
106 West Allegan Street
Lansing, MI 48933
(517) 373-0947
(517) 737-0701 (TDD)

Mr. Marvin Goldstein, Director
Bureau of Automotive Regulation
Michigan Department of State
Lansing, MI 48918
(517) 373-7858
1 (800) 292-4204 (toll free in Michigan)

County Offices
Mr. George Mullison, Prosecuting Attorney
Bay County Consumer Protection Unit
Bay County Building
Bay City, MI 48708
(517) 893-3594

Ms. Margaret DeMuynck, Director
Consumer Fraud Department
Macomb County
Office of the Prosecuting Attorney
Macomb Court Building, 6th Floor
Mt. Clemens, MI 48043
(313) 469-5350

Ms. Charleen Berels, Director
Washtenaw County Consumer Services
4133 Washtenaw Road
P.O. Box 8645
Ann Arbor, MI 48107
(313) 971-6054

City Office
Ms. Esther K. Shapiro, Director
City of Detroit
Department of Consumer Affairs
1600 Cadillac Tower
Detroit, MI 48226
(313) 224-3508

Minnesota

State Offices
Mr. Curt Loewe, Director
Office of Consumer Services
Office of Attorney General
117 University Avenue
St. Paul, MN 55155
(612) 296-2331

Mr. Gary Simonson, Complaint Mediator
Consumer Services Division
Office of Attorney General
320 West Second Street
Duluth, MN 55802
(218) 723-4891

County Office
Ms. Eleanor Tearle, Legal Services Advisor
Citizen Protection Unit
Hennepin County Attorney's Office
C2000 County Government Center
Minneapolis, MN 55487
(612) 348-4528

City Office
Mr. John A. Bergquist, Director
Consumer Affairs Division
Minneapolis Department of
Licenses & Consumer Services
One C City Hall
Minneapolis, MN 55415
(612) 348-2080

Mississippi

State Offices
Ms. Joan McLeod
Assistant Attorney General and Chief
Consumer Protection Division
Office of Attorney General
P.O. Box 220
Jackson, MS 39205
(601) 354-6018
(601) 359-3680

Mr. Joe B. Hardy, Director
Regulatory Services
Department of Agriculture and Commerce
High and Presidents Streets
P.O. Box 1609
Jackson, MS 39215
(601) 359-3648

Missouri

State Offices
Mr. Carl M. Koupal, Jr., Director
Department of Economic Development
P.O. Box 1157
Jefferson City, MO 65102
(314) 751-4962

Mr. Richard Thurman, Chief Counsel
Trade Offense Division
Office of Attorney General
P.O. Box 899
Jefferson City, MO 65102
(314) 751-2616
1 (800) 392-8222 (toll free in Missouri)

Montana
Mr. Brinton Markle, Attorney
Consumer Affairs Unit
Department of Commerce
1424 Ninth Avenue
Helena, MT 59620
(406) 444-4312

Nebraska
State Office
Mr. Mark D. Starr
Assistant Attorney General
Consumer Protection Division
Department of Justice
2115 State Capitol
P.O. Box 94906
Lincoln, NE 68509
(402) 471-2682

County Office
Mr. Ronald L. Staskiewicz
Douglas County Attorney
County Attorney's Office
428 Hall of Justice
Omaha, NE 68183
(402) 444-7040

Nevada
State Offices
Ms. Shari B. Compton
Commissioner of Consumer Affairs
Department of Commerce
State Mail Room Complex
Las Vegas, NV 89158
(702) 486-4150

Mr. Ray Trease, Consumer Services Officer
Consumer Affairs Division
Department of Commerce
201 Nye Building, Capitol Complex
Carson City, NV 89710
(702) 885-4340

County Office
Mr. John Long, Investigator
Washoe County District Attorney's Office
P.O. Box 11130
Reno, NV 89520
(702) 328-3456

New Hampshire
Ms. Amy Ignatius, Chief
Consumer Protection and Antitrust Division
Office of Attorney General
State House Annex
Concord, NH 03301
(603) 271-3641

New Jersey
State Offices
Mr. James J. Barry, Jr., Director
Division of Consumer Affairs
1100 Raymond Boulevard, Room 504
Newark, NJ 07102
(201) 648-4010

Mr. Alfred A. Slocum, Commissioner
Department of the Public Advocate
CN 850, Justice Complex
Trenton, NJ 08625
(609) 292-7087
1 (800) 792-8600 (toll free in New Jersey)

Ms. Andrea Filkowitz
Deputy Attorney General
Division of Law
Office of Attorney General
1100 Raymond Boulevard, Room 316
Newark, NJ 07102
(201) 648-4730

County Offices
Mr. William H. Ross III, Director
Atlantic County Consumer Affairs
1333 Atlantic Avenue, 8th Floor
Atlantic City, NJ 08401
(609) 345-6700

Ms. Mary E. Courtney, Director
Bergen County Consumer Affairs
355 Main Street
Hackensack, NJ 07601
(201) 646-2650

Ms. Renee L. Borstad, Director
Burlington County Office of
Consumer Affairs
49 Rancocas Road
Mount Holly, NJ 08060
(609) 265-5054

Ms. Patricia Tuck, Director
Camden County Consumer Affairs
City Hall, Room 205
Camden, NJ 08101
(609) 757-8387

Mr. Mark Diederich, Director
Cape May County Consumer Affairs
DN-310, Central Mail Room
Cape May Court House
Cape May, NJ 08210
(609) 465-1076

Mr. George S. Franks, Director
Cumberland County
Department of Weights
Measures and Consumer Protection
788 East Commerce Street
Bridgeton, NJ 08302
(609) 451-8000, ext. 369, 370

Director
Essex County Consumer Services
900 Bloomfield Avenue
Verona, NJ 07044
(201) 226-1571

Mr. Edward McGoldrick, Director
Gloucester County Consumer Affairs
152 North Broad Street
Woodbury, NJ 08096
(609) 853-3349

Mr. Joseph Kealy, Jr., Counsel
Hudson County Consumer Affairs
County Administration Building
595 Newark Avenue
Jersey City, NJ 07306
(201) 795-6462, 6295

Donna Gionannetti, Division Chief
Mercer County Consumer Affairs
640 South Broad Street
Trenton, NJ 08650
(609) 989-6671

Mr. Lawrence Cimmino, Director
Middlesex County Consumer Affairs
841 Georges Road
North Brunswick, NJ 08902
(201) 745-4242

Ms. Dorothy H. Avallone, Director
Monmouth County Consumer Affairs
Hall of Records Annex
P.O. Box 1255
Freehold, NJ 07728
(201) 431-7900

Ms. Janet Opiekun, Director
Morris County Consumer Affairs
32 Washington Street
Morristown, NJ 07960
(201) 829-8123
(201) 594-9189 (TDD)

Mr. Kenneth Leake, Director
Ocean County Consumer Affairs
CN 2191, County Administration Building
Room 203-2
Toms River, NJ 08754
(201) 929-2105

Ms. Mary Ann Maloney, Director
Passaic County Consumer Affairs
County Administration Building
309 Pennsylvania Avenue
Paterson, NJ 07503
(201) 881-4549, 4499

Ms. Ruth A. Holtz
Somerset County Consumer Affairs
County Administration Building
P.O. Box 3000
Somerville, NJ 08876
(201) 231-7000, ext. 7400

Mr. William J. Gehrke, Director
Union County Consumer Affairs
300 North Avenue East
P.O. Box 186
Westfield, NJ 07091
(201) 233-0502

Ms. Barbara McHenry, Director
Warren Consumer Affairs
Dumont Administration Building, Route 519
Belvidere, NJ 07823
(201) 475-8000

Mr. Roger Quintina, Director
Weehawken Consumer Affairs
400 Park Avenue
Weehawken, NJ 07087
(201) 867-1715

City Offices
Mr. Ed Leonard, Director
Belleville Consumer Affairs
Municipal Building
Belleville, NJ 07109
(201) 450-3399

Ms. Lorraine Sudia, Director
Brick Consumer Affairs
Municipal Building
401 Chambers Bridge Road
Brick, NJ 08723
(201) 477-3000, ext. 403

Ms. Rosetta Franko, Director
Cinnaminson Consumer Affairs
Municipal Building
1621 Riverton Road
Cinnaminson, NJ 08077
(609) 829-6000

Ms. Theresa Ward, Director
Clark Consumer Affairs
430 Westfield Avenue
Clark, NJ 07066
(201) 388-3600

Mr. William J. Adelheim, Director
Clifton Consumer Affairs
900 Clifton Avenue
Clifton, NJ 07011
(201) 470-5813

Ms. Adrienne Eisner, Director
East Brunswick Consumer Affairs
Jean Walling Civic Center, P.O. Box 218
East Brunswick, NJ 08816
(201) 390-6954

Ms. Molly Allen, Assistant Director
East Orange Community
Development Corporation
490 Main Street
East Orange, NJ 07017
(201) 266-5315

Ms. Deborah Lisa, Director
Edison Consumer Affairs
Municipal Building
100 Municipal Boulevard
Edison, NJ 08817
(201) 278-0900, ext. 234

Ms. Carmine Liotta, Director
Elizabeth Consumer Affairs
60 Winfield Scott Plaza
Elizabeth, NJ 07201
(201) 820-4183

Mr. Frank Shain, Director
Fort Lee Consumer Protection Board
309 Main Street
Fort Lee, NJ 07024
(201) 592-3579

Ms. Jean Moriarty, Director
Freehold Township Consumer Affairs
Schanck Road and Stillwells Corner Road
Freehold Township, NJ 07728
(201) 431-7900

Ms. Donna Tkacz, Director
Glen Rock Consumer Affairs
366 Dunham Place
Glen Rock, NJ 07452
(201) 670-3956

Ms. Audrey Borg, Director
Hoboken Consumer Affairs
Washington Street
Hoboken, NJ 07030
(201) 420-2038

Mr. John Cardwell, Director
Jersey City Consumer Affairs
5839 City Hall
280 Grove Street
Jersey City, NJ 07302
(201) 547-5839

Ms. Ruth Dangren, Director
Kearny Consumer Affairs
26 North Midland Avenue
Kearny, NJ 07032
(201) 991-9282

Ms. Eileen Wolf, Director
Livingston Consumer Affairs
Township Hall
357 South Livingston Avenue
Livingston, NJ 07039
(201) 992-2244

Ms. Genevieve Ross, Director
Middlesex Borough Consumer Affairs
Middlesex, NJ 08846
(201) 356-8090

Mr. Paul Yates, Director
Montclair Neighborhood
Development Corporation
228 Bloomfield Avenue
Montclair, NJ 07042
(201) 744-9094

Ms. Mildred Pastore, Director
Mountainside Consumer Affairs
1455 Coles Avenue
Mountainside, NJ 07092
(201) 232-6600

Ms. Ina Friedman
New Milford Consumer Affairs
Borough Hall
930 River Road
New Milford, NJ 07640
(201) 262-6100

Ms. Mary Callanan, Director
Nutley Consumer Affairs
Public Safety Building
228 Chestnut Street
Nutley, NJ 07110
(201) 284-4936

Mr. Jacob Perzley, Director
Old Bridge Township Consumer Affairs
1 Old Bridge Plaza
Old Bridge, NJ 08857
(201) 721-5600, ext. 202

Ms. Jeanne O'Brien, Director
Parsippany Consumer Affairs
Municipal Building
1001 Parsippany Boulevard
Parsippany, NJ 07054
(201) 263-7152

Ms. Maria Jiminez, Director
Perth Amboy Consumer Affairs
44 Market Street
Perth Amboy, NJ 08861
(201) 826-0290, ext. 61

Ms. Priscilla Castles, Director
Plainfield Community
Relations and Social Services
510 Watchtung Avenue
Plainfield, NJ 07060
(201) 753-3519

Mr. Michael B. Dukatman, Director
Secaucus Department of Consumer Affairs
1203 Paterson Plank Road
Secaucus, NJ 07094
(201) 330-2019

CALA Officer
Summit Consumer Affairs
512 Springfield Avenue
Summit, NJ 07901
(201) 273-6474

Ms. Helene Vaccaro, Director
Teaneck Consumer Affairs
818 Teaneck Road
Teaneck, NJ 07666
(201) 837-4810

Ms. Irma Africano, Director
Union City Consumer Affairs
507 26th Street
Union City, NJ 07087
(201) 330-3816

Ms. Marian Cramer, Director
Union Township Consumer Affairs
1976 Morris Avenue
Union, NJ 07083
(201) 688-2800, ext. 16

Mr. Charles A. Stern, Director
Wayne Township Consumer Affairs
475 Valley Road
Wayne, NJ 07470
(201) 694-1800, ext. 290, 292

Mr. Joseph Layton, Director
West New York Consumer Affairs
428 60th Street
West New York, NJ 07093
(201) 861-7000, ext. 230

Ms. Mildred Recchia, Director
West Orange Consumer Affairs
66 Main Street
West Orange, NJ 07052
(201) 325-4121

Ms. Theresa Mimm, Director
Willingboro Consumer Affairs
Municipal Complex
Salem Road
Willingboro, NJ 08046
(609) 877-2200, ext. 220

Ms. Evelyn Mackenzie, Director
Woodbridge Township Consumer Affairs
Municipal Building
One Main Street
Woodbridge, NJ 07095
(201) 634-4500, ext. 231

New Mexico

Mr. Randy Childress, Director
Consumer and Economic Crime Division
Office of Attorney General P.O. Drawer 1508
Santa Fe, NM 87504
(505) 872-6910
1 (800) 432-2070 (toll free in New Mexico)

New York

State Offices

Mr. Richard M. Kessel
Chairperson and Executive Director
New York State Consumer Protection Board
99 Washington Avenue
Albany, NY 12210
(518) 474-8583

Ms. Rachael Kretser
Assistant Attorney General
Bureau of Consumer Frauds and Protection
Office of Attorney General
State Capitol
Albany, NY 12224
(518) 474-5481

Mr. Richard Kessel
Chairperson and Executive Director
New York State Consumer Protection Board
250 Broadway, 17th Floor
New York, NY 10007
(212) 587-4482

Mr. Peter Bienstock
Assistant Attorney General
Bureau of Consumer Frauds and Protection
Office of Attorney General
120 Broadway
New York, NY 10271
(212) 341-2300

Regional Offices

Mr. John R. Marshall, Jr.
Assistant Attorney General in Charge
Binghamton Regional Office
Office of Attorney General
59-61 Court Street
Binghamton, NY 13905
(607) 773-7877

Mr. Peter B. Sullivan
Assistant Attorney General in Charge
Buffalo Regional Office
Office of Attorney General
65 Court Street
Buffalo, NY 14202
(716) 847-7184

Mr. Alan J. Burczak
Assistant Attorney General in Charge
Plattsburgh Regional Office
Office of Attorney General
70 Clinton Street
Plattsburgh, NY 12901
(518) 563-8012

Mr. Kent L. Mardon
Assistant Attorney General in Charge
Poughkeepsie Regional Office
Office of Attorney General
235 Main Street
Poughkeepsie, NY 12601
(914) 485-3920

Mr. Eugene Welch
Assistant Attorney General in Charge
Rochester Regional Office
Office of Attorney General
144 Exchange Boulevard
Rochester, NY 14614
(716) 546-7430

Ms. Carolyn A. Cairns
Assistant Attorney General in Charge
Suffolk Regional Office
Office of Attorney General
State Office Building
Veterans Memorial Highway
Hauppauge, NY 11788
(516) 360-6196

Mr. Lawrence Zimmerman
Assistant Attorney General in Charge
Syracuse Regional Office
Office of Attorney General
333 East Washington Street
Syracuse, NY 13202
(315) 428-4282

Ms. Aniela J. Carl
Assistant Attorney General in Charge
Utica Regional Office
Office of Attorney General
207 Genesee Street
Utica, NY 13501
(315) 793-2225

County Offices

Mr. Thomas M. Jablonowski
Coordinator of Consumer Affairs
Broome County
Bureau of Consumer Services
Governmental Plaza, P.O. Box 1766
Binghamton, NY 13902
(607) 772-2168

Mr. Roderick Quebral
Assistant District Attorney
Consumer Fraud Bureau
Erie County District Attorney's Office
25 Delaware Avenue
Buffalo, NY 14202
(716) 855-2424

Mr. James E. Picken, Commissioner
Nassau County Office of Consumer Affairs
160 Old Country Road
Mineola, NY 11501
(516) 535-2600

Mr. Steven A. Irace, Chief
Nassau County Commercial Frauds and
Environmental Investigation Bureau
310 Old Country Road
Garden City, NY 11530
(516) 535-2164

Mr. Erik Dressler, Director
Onondaga County Office of
Consumer Affairs
County Civic Center
421 Montgomery Street
Syracuse, NY 13202
(315) 425-3479

Mr. James Vanzetta, Director
Orange County Department of
Weights, Measures and Consumer Affairs
99 Main Street
Goshen, NY 10924
(914) 294-5151, ext. 1762

Mr. Francis D. Phillips II, District Attorney
Orange County District Attorney's
Office of Consumer Affairs
County Government Center
Goshen, NY 10924
(914) 294-5471

Ms. Jean Hall, Director
Putnam County
Department of Consumer Affairs
Two County Center
Carmel, NY 10512
(914) 225-3641, ext. 275

Mr. James Farkas, Director
Rockland County
Office of Consumer Affairs
County Office Building
18 New Hempstead Road
New City, NY 10956
(914) 638-5282

Mr. Dennis S. Abbey, Director
Steuben County Department of
Weights, Measures and Consumer Affairs
3 East Pulteney Square
Bath, NY 14810
(607) 776-9631

Mr. Harold J. Withers, Commissioner
Suffolk County
Department of Consumer Affairs
Suffolk County Center
Hauppauge, NY 11788
(516) 360-4618

Mr. Jon Van Vlack, Director
Ulster County Consumer Fraud Bureau
285 Wall Street
Kingston, NY 12401
(914) 339-5680, ext. 240

Mr. Frank D. Castaldi, Jr., Chief
Frauds Bureau
Westchester County District Attorney's Office
111 Grove Street
White Plains, NY 10601
(914) 285-3303

Mr. Kenneth W. Hale, Director
Westchester County
Department of Consumer Affairs
Room 104, Michaelian Office Building
White Plains, NY 10601
(914) 285-2155

City Offices

Mr. Edward M. Capalbo, Chairman
Babylon Consumer Protection Board
Town Hall Office Annex
281 Phelps Lane
North Babylon, NY 11703
(516) 422-7636

Town of Colonie Consumer Protection Board
Memorial Town Hall
Newtonville, NY 12128
(518) 783-2790

Ms. Catherine G. Reilly, Director
Huntington Consumer Protection Board
100 Main Street
Huntington, NY 11743
(516) 351-3007

Ms. Gloria Davids, Ombudsman
Town of Islip
401 Main Street
Islip, NY 11751
(516) 224-5374

Mr. Stephen Pedone, Commissioner
Mt. Vernon Office of Consumer Affairs
City Hall
Mt. Vernon, NY 10550
(914) 668-6000, ext. 231

Mr. Angelo J. Aponte, Commissioner
New York City
Department of Consumer Affairs
80 Lafayette Street
New York, NY 10013
(212) 577-0111

Bronx Neighborhood Office
New York City
Department of Consumer Affairs
1932 Arthur Avenue
Bronx, NY 10457
(212) 579-6766

Brooklyn Neighborhood Office
New York City
Department of Consumer Affairs
1360 Fulton Street
Brooklyn, NY 11206
(718) 636-7092

Director
Harlem Neighborhood Office
New York City
Department of Consumer Affairs
227 East 116th Street
New York, NY 10029
(212) 348-0600

Ms. Lucy Coronel, Director
Queens Neighborhood Office
New York City
Department of Consumer Affairs
120-55 Queens Boulevard, Room 301A
Kew Gardens, NY 11424
(718) 261-2922

Ms. Johanna Kepley, Director
Staten Island Neighborhood Office
New York City
Department of Consumer Affairs
Staten Island Borough Hall, Room 422
Staten Island, NY 10301
(718) 390-5154

Mr. Ernest Adams, Director
Oswego Office of
Consumer Affairs, Weights and Measures
City Hall
Oswego, NY 13126
(315) 342-5600, ext. 66

Ms. Carol Cronin, Chairwoman
Ramapo Consumer Protection Board
Ramapo Town Hall
237 Rout 59
Suffern, NY 10901
(914) 357-5100, ext. 325

Mr. Dante Massaroni, Administrative Officer
Schenectady Bureau of Consumer Protection
City Hall, Room 22
Jay Street
Schenectady, NY 12305
(518) 382-5061

Ms. Charlotte Cohen, Director
Syracuse Consumer Affairs Office
422 City Hall
233 East Washington Street
Syracuse, NY 13202
(315) 473-3240

Mr. Eugene Stevens, Director
White Plains
Department of Weights and Measures
279 Hamilton Avenue
White Plains, NY 10601
(914) 682-4459 (8 a.m.-12 noon)

Mr. Ralph A. Capozzi, Director
Yonkers Office of Consumer
Protection, Weights and Measures
201 Palisade Avenue
Yonkers, NY 10703
(914) 964-3563, 3564

North Carolina

Mr. James C. Gulick
Special Deputy Attorney General
Consumer Protection Section
Office of Attorney General
Department of Justice Building
P.O. Box 629
Raleigh, NC 27602
(919) 733-7741

North Dakota

State Offices
Mr. Nicholas J. Spaeth
Office of Attorney General
State Capitol Building
Bismarck, ND 58505
(701) 224-2210

Mr. Thomas Engelhardt, Director
Consumer Fraud Division
Office of Attorney General
State Capitol Building
Bismarck, ND 58505
(701) 224-3404
1 (800) 472-2600 (toll free in North Dakota)

County Office
Mr. Eliot Glassheim, Executive Director
Quad County Community Action Agency
27 1/2 South Third Street
Grand Forks, ND 58201
(701) 746-5431

Ohio

State Offices
Mr. Ric Sheffield, Chief
Consumer Frauds and Crimes Section
Office of Attorney General
30 East Broad Street
State Office Tower, 15th Floor
Columbus, OH 43266
(614) 466-8831, 4986
1 (800) 282-0515 (toll free in Ohio)
(614) 466-1393 (TDD)

Mr. William A. Spratley, Consumers' Counsel
137 East State Street
Columbus, OH 43215
(614) 466-9605 (voice/TDD)
1 (800) 282-9448 (toll free in Ohio)

County Offices
Mr. Gary M. Rosen, Chief City Prosecutor
Akron Divison of Consumer Protection
206 Ocasek Government Building
161 South High Street
Akron, OH 44308
(216) 375-2730

Mr. Robert Smith, Director
Economic Crime Division
Franklin County
Office of Prosecuting Attorney
369 South High Street
Columbus, OH 43215
(614) 462-3248

Mr. John Shoop, County Prosecutor
Consumer Protection Division
Lake County Office of Prosecuting Attorney
Lake County Court House
Painesville, OH 44077
(216) 357-2683

Mr. Robert A. Skinner
Assistant Prosecuting Attorney
Montgomery County Fraud Section
County Courts Building
41 North Perry
Dayton, OH 45402
(513) 225-5757

Mr. John Plough, Prosecuting Attorney
Portage County
Office of Prosecuting Attorney
466 South Chestnut Street
Ravenna, OH 44266
(216) 296-4593

Mr. Lynn C. Slaby, Prosecuting Attorney
Summit County
Office of Prosecuting Attorney
53 East Center Street
Akron, OH 44308
(216) 379-2800

City Offices
Mr. Steven Kurtz, Chief
Cincinnati Office of Consumer Protection
Division of Human Services
City Hall, Room 126
Cincinnati, OH 45202
(513) 352-3971

Ms. Yolanda M. Bell, Director
Office of Consumer Affairs
218 Cleveland Avenue, S.W.
6th Floor, Room 605B
Canton, OH 44702
(216) 489-3268

Ms. Debra Gnann, Director
Cleveland Office of Consumer Affairs
601 Lakeside
Cleveland, OH 44114
(216) 664-3200

Mr. William A. Craig
Consumer Affairs Investigator
Columbus Department of Human Services
50 West Gay Street
Columbus, OH 43215
(614) 222-7144

Mr. Anthony H. Julian, Director
Youngstown Division of Consumer Affairs
26 South Phelps Street
Youngstown, OH 44503
(216) 742-8884

Oklahoma

State Offices

Ms. Jane Wheeler
Assistant Attorney General for
Consumer Affairs
Office of Attorney General
112 State Capitol Building
Oklahoma City, OK 73105
(405) 521-3921

Mr. Prescott H. Cowley, Administrator
Department of Consumer Credit
B82 Jim Thorpe Building
Oklahoma City, OK 73105
(405) 521-3653

Oregon

Mr. Timothy Wood, Attorney in Charge
Financial Fraud Section
Department of Justice
Justice Building
Salem, OR 97310
(503) 378-4320

Pennsylvania

State Offices

Mr. Douglas Yauger, Director
Bureau of Consumer Protection
Office of Attorney General
Strawberry Square, 14th Floor
Harrisburg, PA 17120
(717) 787-9707
1 (800) 441-2555 (toll free in Pennsylvania)

Mr. David Barasch, Consumer Advocate
Office of Consumer Advocate-Utilities
Office of Attorney General
Strawberry Square, 14th Floor
Harrisburg, PA 17120
(717) 783-5048 (utilities only)

Mr. Michael Butler, Deputy Attorney General
Bureau of Consumer Protection
Office of Attorney General
27 North Seventh Street
Allentown, PA 18101
(215) 821-6690

Mr. Daniel R. Goodemote
Deputy Attorney General
Bureau of Consumer Protection
Office of Attorney General
919 State Street, Room 203
Erie, PA 16501
(814) 871-4371

Mr. Thomas Ballaron, Attorney in Charge
Bureau of Consumer Protection
Office of Attorney General
Strawberry Square, 14th Floor
Harrisburg, PA 17120
(717) 787-7109

Mr. John E. Kelly, Deputy Attorney General
Bureau of Consumer Protection
Office of Attorney General
1009 State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
(215) 560-2414

Ms. Caren L. Mariani
Deputy Attorney General
Bureau of Consumer Protection
Office of Attorney General
Manor Building, 4th Floor
564 Forbes Avenue
Pittsburgh, PA 15219
(412) 565-5135

Mr. J.P. McGowan, Deputy Attorney General
Bureau of Consumer Protection
Office of Attorney General
State Office Building, Room 358
100 Lackawanna Avenue
Scranton, PA 18503
(717) 963-4913

County Offices

Mr. Sidney Elkin, Chairperson
Beaver County Alliance for
Consumer Protection
Allencrest Detention Center
Western Avenue
Beaver, PA 15009
(412) 728-7267

Mr. Robert Taylor, Director
Chester County Bureau of Consumer
Protection, Weights and Measures
Courthouse, 5th Floor, North Wing
High and Market Street
West Chester, PA 19380
(215) 431-6150

Ms. Margaret P. O'Donnell, Director
Cumberland County
Bureau of Consumer Affairs
Courthouse
Carlisle, PA 17013
(717) 249-5802

Ms. Peggy Adams, Director/Chief Sealer
Bucks County Bureau of Consumer
Protection, Weights and Measures
Courthouse Annex
Broad and Union Street
Doylestown, PA 18901
(215) 348-7442

Ms. Evelyn Yancoskie, Director
Delaware County Office of
Consumer Affairs, Weights and Measures
Government Center Building
Second and Olive Streets
Media, PA 19063
(215) 891-4865

Ms. Mary M. Saylor, Director
Montgomery County
Consumer Affairs Department
County Courthouse
Norristown, PA 19404
(215) 278-3565

City Offices

Mr. Jeremiah W. Cousins, Jr., Division Chief
Action Center-Consumer Services
121 City Hall
Philadelphia, PA 19107
(215) 686-7595

Mr. James Fitzpatrick, Chief
Economic Crime Unit
Philadelphia District Attorney's Office
1300 Chestnut Street
Philadelphia, PA 19107
(215) 875-6065

Puerto Rico

Mr. Pedro Ortiz Alvarez, Secretary
Department Consumer Affairs
Minillas Station, P.O. Box 41059
Santurce, PR 00940
(809) 722-7555

Mr. Hector Rivera Cruz, Secretary
Department of Justice, P.O. Box 192
Old San Juan, PR 00902
(809) 721-2900

Rhode Island

State Offices

Ms. Lee Baker, Director
Consumer Protection Division
Department of Attorney General
72 Pine Street
Providence, RI 02903
(401) 277-2104

Mr. Edwin P. Palumbo, Executive Director
Rhode Island Consumers' Council
365 Broadway
Providence, RI 02909
(401) 277-2764

South Carolina

State Offices

Mr. Ken Moore, Assistant Attorney General
Consumer Fraud and Antitrust Section
Office of Attorney General
P.O. Box 11549
Columbia, SC 29211
(803) 734-3970

Mr. Steve Hamm, Administrator
Department of Consumer Affairs
P.O. Box 5757
Columbia, SC 29250
(803) 734-9452
1 (800) 922-1594
(toll free in South Carolina)

Mr. W. Jefferson Bryson, Jr.
State Ombudsman
Office of Executive Policy and Program
1205 Pendleton Street, Room 412
Columbia, SC 29201
(803) 734-0457, 0467

South Dakota

Mr. Jeff Hallem, Assistant Attorney General
Division of Consumer Affairs
Office of Attorney General
Anderson Building
Pierre, SD 57501
(605) 773-4400

Tennessee

State Offices

Mr. Perry A. Craft, Deputy Attorney General
Antitrust and Consumer Protection Division
Office of Attorney General
450 James Robertson Parkway
Nashville, TN 37219
(615) 741-2672

Ms. Elizabeth Owen, Director
Division of Consumer Affairs
Department of Commerce and Insurance
1808 West End Building, Suite 105
Nashville, TN 37219
(615) 741-4737
1 (800) 342-8385 (toll free in Tennessee)

Texas

State Offices

Mr. H. Clyde Farrell
Assistant Attorney General and Chief
Consumer Protection Division
Office of Attorney General
Capitol Station, P.O. Box 12548
Austin, TX 78711
(512) 463-2070

Mr. Stephen Gardner
Assistant Attorney General
Consumer Protection Division
Office of Attorney General
Renaissance Place, 7th Floor
714 Jackson Street
Dallas, TX 75202
(214) 742-8944

Ms. Esther Chavez
Assistant Attorney General
Consumer Protection Division
Office of Attorney General
4824 Alberta Street, Suite 160
El Paso, TX 79905
(915) 533-3484

Mr. Richard Tomlinson
Assistant Attorney General
Consumer Protection Division
Office of Attorney General
1001 Texas Avenue, Suite 700
Houston, TX 77002
(713) 223-5886

Ms. Maria Luisa Mercado
Assistant Attorney General
Consumer Protection Division
Office of Attorney General
806 Broadway, Suite 312
Lubbock, TX 79401
(806) 747-5238

Mr. LaMonte Freerks
Assistant Attorney General
Consumer Protection Division
Office of Attorney General
4309 North Tenth, Suite B
McAllen, TX 78501
(512) 682-4547

Mr. Aaron Valenzuela
Assistant Attorney General
Consumer Protection Division
Office of Attorney General
200 Main Plaza, Suite 400
San Antonio, TX 78205
(512) 225-4191

County Offices

Mr. Ted Steinke
Assistant District Attorney and Chief
Dallas County Consumer
Fraud Division, Office of District Attorney
2720 Stemmons Towers South
Dallas, TX 75207
(214) 630-6300

Mr. Russel Turbeville
Assistant District Attorney and Chief
Harris County Consumer Fraud Division
Office of District Attorney
201 Fannin, Suite 200
Houston, TX 77002
(713) 221-5836

City Offices

Mr. Daniel R. Martin, Director
Dallas Consumer Protection Division
Health and Human Services Department
320 East Jefferson Boulevard
Dallas, TX 75203
(214) 948-4400

Mr. David Watson, Director
Fort Worth Office of Consumer Affairs
Weights and Measures
1800 University Drive, Room 208
Fort Worth, TX 76107
(817) 870-7570

Utah

State Offices

Ms. Dixie L. Minson, Director
Division of Consumer Protection
Department of Business Regulation
160 East 300 South, P.O. Box 45802
Salt Lake City, UT 84145
(801) 530-6601

Mr. James L. Barker
Assistant Attorney General for
Consumer Affairs
Office of Attorney General
130 State Capitol
Salt Lake City, UT 84114
(801) 533-5319

Vermont

State Offices

Ms. Denise Johnson
Assistant Attorney General and Chief
Public Protection Division
Office of Attorney General
109 State Street
Montpelier, VT 05602
(802) 828-3171

Mr. Trafford Brink, Director
Weights and Measures Division
Department of Agriculture
116 State Street
Montpelier, VT 05602
(802) 828-2436

Virgin Islands

Mr. Kenneth E. Mapp, Director
Consumer Services Administration
Golden Rock
Christiansted
St. Croix, VI 00820
(809) 774-3130

Virginia

State Offices

Mr. Edward P. Nolde
Assistant Attorney General
Division of Consumer Counsel
Office of Attorney General
Supreme Court Building
101 North Eighth Street
Richmond, VA 23219
(804) 786-2115

Ms. Betty Blakemore, Director
Office of Consumer Affairs
Department of Agriculture and
Consumer Services
Room 101, Washington Building
1100 Bank Street
Richmond, VA 23219
(804) 786-2042
1 (800) 552-9963 (toll free in Virginia)

Mr. Fred Albrecht, Coordinator
Northern Virginia Branch
Office of Consumer Affairs
Department of Agriculture and
Consumer Services
100 North Washington Street, Suite 412
Falls Church, VA 22046
(703) 532-1613

County Offices

Ms. Diane Jemmott, Section Supervisor
Arlington County
Office of Citizen and Consumer Affairs
1400 North Courthouse Road, Room 111
Arlington, VA 22201
(703) 558-2142

Mr. Ron Mallard, Director
Fairfax County
Department of Consumer Affairs
3959 Pender Drive
Fairfax, VA 22030
(703) 691-3214

Mr. Hubert King, Administrator
Prince William County
Office of Consumer Affairs
15960 Cardinal Drive
Woodbridge, VA 22191
(703) 335-7370

City Offices

Ms. Rose Boyd, Director
Alexandria Office of Citizens Assistance
City Hall
P.O. Box 178
Alexandria, VA 22313
(703) 838-4350

Mr. Martin D. Greenwell, Chief
Norfolk Division of Consumer Protection
804 City Hall Building
Norfolk, VA 23501
(804) 441-2821

Ms. Delores Daniels
Assistant to the City Manager
Roanoke Consumer Protection Division
364 Municipal Building
215 Church Avenue, S.W.
Roanoke, VA 24011
(703) 981-2583

Mr. J.N. McClanan
Consumer Protection Officer
Virginia Beach
Division of Consumer Protection
City Hall
Virginia Beach, VA 23456
(804) 427-8983

Washington

State Offices

Ms. Renee Olbricht, Investigator
Consumer and Business
Fair Practices Division
Office of Attorney General
North 121 Capitol Way
Olympia, WA 98501
(206) 753-6210

Mr. John R. Ellis
Assistant Attorney General and Chief
Consumer and Business
Fair Practices Division
Office of Attorney General
1366 Dexter Horton Building
Seattle, WA 98104
(206) 464-7744
1 (800) 551-4636 (toll free in Washington)

Mr. Owen Clarke, Chief
Consumer and Business
Fair Practices Division
Office of Attorney General
West 1116 Riverside Avenue
Spokane, WA 99201
(509) 456-3123

Ms. Sally Sterling, Office Manager
Consumer and Business
Fair Practice Division
Office of Attorney General
949 Market Street, Suite 380
Tacoma, WA 98402
(206) 593-2904

County Offices
Ms. Kristie Anderson, Director
Department of Weights and Measures
3200 Cedar Street
Everett, WA 98201
(206) 259-8800

Mr. C. Patrick Sainsbury
Chief Deputy Prosecuting Attorney
Fraud Division
516 3rd Avenue, Room E531
Seattle, WA 98104
(206).583-4513

Mr. Andrew J. Lofton, Director
Seattle Department of
Licenses and Consumer Affairs
102 Municipal Building
Seattle, WA 98104
(206) 684-8484

West Virginia

State Offices
Mr. Thomas L. Hindes, Director
Consumer Protection Division
Office of Attorney General
812 Quarrier Street, 6th Floor
Charleston, WV 25301
(304) 348-8986
1 (800) 368-8808 (toll free in West Virginia)

Mr. James P. Rardin, Director
Weights and Measures
Department of Labor
570 McCorkle Avenue, S.W.
St. Albans, WV 25177
(304) 727-5781

City Office
Ms. Polly Diller, Director
Charleston
Department of Consumer Protection
P.O. Box 2749
Charleston, WV 25330
(304) 348-8172

Wisconsin

State Offices
Mr. Donald Soberg, Administrator
Division of Trade and Consumer Protection
Department of Agriculture
Trade and Consumer Protection
801 West Badger Road
P.O. Box 8911
Madison, WI 53708
(608) 266-9836
1 (800) 362-3020 (toll free in Wisconsin)

Mr. Kevin O'Connor
Assistant Attorney General
Office of Consumer Protection
Department of Justice
P.O. Box 7856
Madison, WI 53707
(608) 266-1852
1 (800) 362-8189 (toll free in Wisconsin)

Ms. Margaret Quaid, Regional Supervisor
Division of Trade and Consumer Protection
Department of Agriculture
Trade and Consumer Protection
927 Loring Street
Altoona, WI 54720
(715) 839-3848

Mr. Eugene E. Lindauer, Regional Supervisor
Division of Trade and Consumer Protection
Department of Agriculture,
Trade and Consumer Protection
200 North Jefferson Street, Suite 146A
Green Bay, WI 54301
(414) 436-4087

Mr. Patricia Suschil, Regional Supervisor
Division of Trade and Consumer Protection
Department of Agriculture
Trade and Consumer Protection
10320 West Silver Spring Drive
Milwaukee, WI 53225
(414) 438-4844

Ms. Pamela Magee-Heilprin
Assistant Attorney General
Office of Consumer Protection
Department of Justice
Milwaukee State Office Building
819 North 6th Street, Room 520
Milwaukee, WI 53203
(414) 227-4948

County Offices
Mr. Michael R. Younglove
Criminal Investigator
Kenosha County District Attorney's Office
912 56th Street
Kenosha, WI 53140
(414) 656-6480

Mr. Rand L. Kruger, District Attorney
Marathon County District Attorney's Office
Consumer Fraud Unit
Marathon County Courthouse
Wausau, WI 54401
(715) 847-5555

Ms. Cynthia Brown
Assistant District Attorney
Milwaukee County District Attorney's Office
Consumer Fraud Unit
821 West State Street, Room 412
Milwaukee, WI 53233
(414) 278-4792

Mr. John Runde, District Attorney
Portage County District Attorney's Office
Consumer Fraud Unit
Portage County Courthouse
Stevens Point, WI 54481
(715) 346-1300

Mr. Eric M. Johnson
Consumer Fraud Investigator
Racine County Sheriff's Department
717 Wisconsin Avenue
Racine, WI 53403
(414) 636-3125

Wyoming

Ms. Laura Beard, Assistant Attorney General
Office of Attorney General
123 State Capitol Building
Cheyenne, WY 82002
(307) 777-7841, 6286

Warranties/Guarantees

1. Do not wait until the product fails or needs repair to find out what is covered in the warranty. Compare the terms and conditions of warranties (or guarantees) on products or services before you buy. Look for the warranty that best satisfies your needs.
2. Get all warranties in writing. Make sure the warranty explains *all* terms and conditions.
3. Consider:
    —How long is the warranty and when does it start and end?
    —What is covered? Which parts? What kinds of problems?
    —Will the warranty pay 100 percent of repair costs? Pay for parts, but not labor? Pay for shipping? Pay for a loaner?
    —What do *you* have to do? And when? Are regular inspections or maintenance required? Do you have to ship the product out of state for repairs?
    —Who offers the warranty? Manufacturer or retailer? How reliable are they?
4. Keep sales receipts and warranties in a safe place.

Home Improvements

1. Compare costs by getting more than one estimate, each based on the same building specifications, materials and time frame.
2. Before choosing a contractor, check with state, county, or local consumer protection agencies to see if any complaints have been filed against the contractor.
3. Check with your state, county, or city housing authority to see if licensing and/or bonding are required of contractors in your area. If so, make sure your contractor is properly licensed and bonded.
4. Be sure the written contract includes the contractor's full name, address, phone number and professional license number (where required). The contract should also include a thorough description of the work to be done, the grade and quality of materials to be used, the agreed upon starting and completion dates, the total cost, payment schedule, warranty, how debris will be removed and any other agreement information. Never sign a partially blank contract.
5. Most contractors have liability and compensation insurance to protect the customer from a lawsuit in the event of an accident. Ask to see a copy of the insurance certificate.
6. If the work requires a building permit, let the contractor apply for it in his name. That way, if the work does not pass inspection, you are not financially responsible for any corrections that must be made.
7. When you sign a non-emergency home improvement contract in your home and in the presence of a contractor (or contractor's representative), you usually have three business days in which to cancel the contract. You must be told about your cancellation rights and be provided with cancellation forms. If you decide to cancel, it is recommended that notice of cancellation be sent by telegram or certified mail, return receipt requested.
8. For a large remodeling job that involves many subcontractors and a substantial financial commitment, you should protect yourself from liens against your home in the event the contractor does not pay subcontractors or suppliers, by adding a release-of-lien clause to the contract or placing your payments in an escrow account until the work is completed.
9. If you cannot pay for a project without a loan, it's a good idea to add a clause to your contract stating it is valid only if financing is obtained.
10. Thoroughly inspect the contractor's work before making final payment or signing a completion certificate.

State Agencies on Aging

The offices listed in this section are responsible for coordinating services for older Americans. They provide information on services, programs, and opportunities for the aging.

Alabama
Mr. Oscar D. Tucker
Executive Director
Commission on Aging
502 Washington Avenue
Montgomery, AL 36130
(205) 261-5743

Alaska
Mr. Jon B. Wolfe
Executive Director
Older Alaskans Commission
P.O. Box C, MS-0209
Juneau, AK 99811
(907) 465-3250

American Samoa
Mr. Sunuitao T. Tupai
Director
Territorial Administration
on Aging
Government of
American Samoa
Pago Pago, AQ 96799
(written inquiries only)

Arizona
Mr. Michael Slattery
Administrator
Aging and Adult Administration
1400 West Washington, 950A
Phoenix, AZ 85007
(602) 255-4446

Arkansas
Mr. Herb Sanderson
Director
Office of Aging and
Adult Services
Department of
Human Services
P.O. Box 1437
Little Rock, AR 72203
(501) 371-2441

California
Ms. Alice Gonzales
Director
Department of Aging
1600 K Street
Sacramento, CA 95814
(916) 322-5290
(916) 323-8913 (TDD)

Colorado
Mr. William J. Hanna
Director
Aging and Adult
Services Division
Department of Social Services
717 Seventeenth Street
11th Floor
Denver, CO 80218
(303) 294-5912

Connecticut
Ms. Mary Ellen Klinck
Commissioner
Department on Aging
175 Main Street
Hartford, CT 06106
(203) 566-3238

Delaware
Ms. Eleanor L. Cain
Director
Department of Health
and Social Services
Division of Aging
1901 North DuPont Highway
New Castle, DE 19720
(302) 421-6791

District of Columbia
Ms. E. Veronica Pace
Executive Director
D.C. Office on Aging
1424 K Street, N.W.
2nd Floor
Washington, DC 20005
(202) 724-5623

Florida
Ms. Margaret L. Duggar
Director
Aging and Adult Services
1321 Winewood Boulevard
Room 323
Tallahassee, FL 32301
(904) 488-2650

Georgia
Mr. Fred McGinnis
Director
Office of Aging
878 Peachtree Street, N.E.
Suite 632
Atlanta, GA 30309
(404) 894-5333

Guam
Ms. Leticia Estaldon
Director
Office of Aging
Government of Guam
P.O. Box 2816
Agana, GU 96910
(written inquiries only)

Hawaii
Ms. Jeanette Takamura
Director
Executive Office on Aging
335 Merchant Street
Room 241
Honolulu, HI 96813
(808) 548-2593

Idaho
Ms. Charlene W. Martindale
Director
Idaho Office on Aging
Statehouse, Room 114
Boise, ID 83720
(208) 334-3833

Illinois
Ms. Janet S. Otwell
Director
Department on Aging
421 East Capitol Avenue
Springfield, IL 62701
(217) 785-2870
1 (800) 252-8966
(toll free in Illinois)

Indiana
Ms. Joyce A. Smidley
Director
Aging Division
Department of
Human Services
P.O. Box 7083
Indianapolis, IN 46204
(317) 232-7020

Iowa
Ms. Betty Grandquist
Executive Director
Department of Elder Affairs
914 Grand Avenue, Suite 236
Des Moines, IA 50319
(515) 281-5187

Kansas
Ms. Esther A. Wolf
Secretary
Department on Aging
610 West 10th Street
Topeka, KS 66612
(913) 296-4986

Kentucky
Ms. Prudence Moore
Director
Division for Aging Services
Department for
Social Services
275 East Main Street
6th Floor West
Frankfort, KY 40621
(502) 564-6930

Louisiana
Ms. Sandra Adams
Director
Governor's Office of
Elder Affairs
P.O. Box 80374
Baton Rouge, LA 70898
(504) 925-1700

Maine
Ms. Christine Gianopoulos
Acting Director
Bureau of Maine's Elderly
Statehouse, Station 11
Augusta, ME 04333
(207) 289-2561

Maryland
Ms. Rosalie S. Abrams
Director
Office on Aging
301 West Preston Street
10th Floor
Baltimore, MD 21201
(301) 225-1100
1 (800) 338-0153
(toll free in Maryland)
(301) 383-7555 (TDD)

Massachusetts
Mr. Paul J. Lanzikos
Secretary
Executive Office of
Elder Affairs
38 Chauncy Street, 2nd Floor
Boston, MA 02111
(617) 727-7750
1 (800) 882-2003
(toll free in Massachusetts)
1 (800) 872-0166
(toll free TDD in Massachusetts)

Michigan
Ms. Olivia P. Maynard
Director
Office of Services to the Aging
P.O. Box 30026
Lansing, MI 48909
(517) 373-8230

Minnesota
Mr. Gerald Blodow
Executive Secretary
Minnesota Board on Aging
7th and Roberts Street
St. Paul, MN 55101
(612) 296-2544

Mississippi
Mr. David K. Brown
Executive Director
Council on Aging
301 West Pearl Street
Jackson, MS 39201
(601) 949-2013

Missouri
Mr. K. Gary Sherman
Director
Division of Aging
P.O. Box 1337
Jefferson City, MO 65102
(314) 751-3082
1 (800) 392-0210
(toll free in Missouri)

Montana
Mr. Robert Bartholomew
Supervisor
Aging Services Bureau
Department of Family Services
P.O. Box 8005
Helena, MT 59604
(406) 444-5650

Nebraska
Ms. Betsy Palmer
Director
Nebraska Department on Aging
State House Station 95044
Lincoln, NE 68509
(402) 471-2306

Nevada
Ms. Myla C. Florence
Administrator
Division for Aging Services
Department of
Human Resources
505 East King Street, Room 101
Carson City, NV 89710
(702) 885-4210 (voice/TDD)

New Hampshire
Mr. Richard A. Chevrefils
Director
Division of Elderly and
Adult Services
6 Hazen Drive
Concord, NH 03301
(603) 271-2751
1 (800) 351-1888
(toll free in New Hampshire)

New Jersey
Ms. Ann Zahora
Director
Division on Aging
Department of
Community Affairs
363 West State Street
CN 807
Trenton, NJ 08625
(609) 292-4833

New Mexico
Ms. Stephanie FallCreek
Director
State Agency on Aging
224 East Palace Avenue
4th Floor
Santa Fe, NM 87501
(505) 827-7640 (voice/TDD)

New York
Mr. Eugene S. Callender
Director
New York State Office
for the Aging
Agency Building 2, ESP
Albany, NY 12223
(518) 474-5731

North Carolina
Ms. Elaine Stoops
Assistant Secretary
Division of Aging
Department of
Human Resources
1985 Umstead Drive
Raleigh, NC 27603
(919) 733-3983

North Dakota
Mr. Larry Brewster
Administrator
Aging Services
Department of Human Services
State Capitol Building
Bismarck, ND 58505
(701) 224-2310

Ohio
Ms. Joyce F. Chapple
Director
Ohio Department of Aging
50 West Broad Street, 9th Floor
Columbus, OH 43215
(614) 466-5500
1 (800) 282-1206
(toll free in Ohio)
(614) 466-6191 (TDD)

Oklahoma
Mr. Roy R. Keen
Programs Administrator
Special Unit on Aging
P.O. Box 25352
Oklahoma City, OK 73125
(405) 521-2281
(405) 521-2327 (TDD)

Oregon
Mr. Richard Ladd
Administrator
Senior Services Division
Department of
Human Resources
State of Oregon
313 Public Service Building
Salem, OR 97310
(503) 378-4728 (voice/TDD)
1 (800) 232-3020
(toll free voice/TDD in Oregon)

Pennsylvania
Ms. Linda M. Rhodes
Secretary
Department of Aging
231 State Street
Harrisburg, PA 17101
(717) 783-1550

Puerto Rico
Ms. Maribel Torregrosa
Executive Director
Gericulture Commission
GPO 11398
Santurce, PR 00910
(written inquiries only)

Rhode Island
Ms. Adelaide Luber
Director
Department of Elderly Affairs
79 Washington Street
Providence, RI 02903
(401) 277-2880 (voice/TDD)

South Carolina
Ms. Ruth Q. Seigler
Executive Director
Commission on Aging
915 Main Street
Columbia, SC 29201
(803) 734-3203

South Dakota
Mr. Mike Vogel
Administrator
Office of Adult Services
and Aging
700 Governors Drive
Pierre, SD 57501
(605) 773-3656

Tennessee
Ms. Emily Wiseman
Director
Commission on Aging
706 Church Street
Suite 201
Nashville, TN 37219
(615) 741-2056

Texas
Mr. O. P. (Bob) Bobbitt
Executive Director
Texas Department on Aging
P.O. Box 12786, Capitol Station
Austin, TX 78711
(512) 444-2727 (voice/TDD)
1 (800) 252-9240
(toll free in Texas)

Utah
Mr. Bob Ward
Director
Division of Aging and
Adult Services
P.O. Box 45500
Salt Lake City, UT 84145
(801) 538-3910

Vermont
Mr. Joel Cook
Director
Office on Aging
103 South Main Street
Waterbury, VT 05676
(802) 241-2400

Virgin Islands
Ms. Bernice Hall
Acting Commissioner
Commission on Aging
6F Habensights Mall
Charlotte Amalie
St. Thomas, VI 00807
(written inquiries only)

Virginia
Ms. Wilda M. Ferguson
Commissioner
Department for the Aging
101 N. 14th St., 18th Floor
Richmond, VA 23219
(804) 225-2271 (voice/TDD)

Washington
Mr. Charles Reed
Assistant Secretary
Aging and Adult Services
Administration
OB-44A
Olympia, WA 98504
(206) 753-2502
(206) 753-4927 (TDD)

West Virginia
Ms. Susan M. Harman
Executive Director
Commission on Aging
State Capitol
Charleston, WV 25305
(304) 348-3317

Wisconsin
Ms. Donna McDowell
Director
Bureau on Aging
P.O. Box 7851
Madison, WI 53707
(608) 266-2536
(608) 266-8083 (TDD)

Wyoming
Mr. E. Scott Sessions
Director
Commission on Aging
Hathaway Building
Cheyenne, WY 82002
(307) 777-7986

Contracts

1. Never sign anything you do not fully understand. If you can't understand the contract, have your own expert review it.
2. Never sign a contract if a promoter or retailer will not let you have another person review it first.
3. Be sure that all verbal promises are included in the written contract.
4. Never sign a contract that has blank spaces. Draw lines through them first.
5. Be sure to keep a copy of any contract you sign.

State Banking Authorities

The officials listed below regulate and supervise state chartered banks. Many of them handle or refer problems and complaints concerning other types of financial institutions as well as answer general questions about banking and consumer credit.

Alabama
Mr. Zack Thompson
Superintendent of Banks
166 Commerce Street
3rd Floor
Montgomery, AL 36130
(205) 261-3452

Alaska
Mr. Willis F. Kirkpatrick
Director of Banking
and Securities
Pouch D
Juneau, AK 99811
(907) 465-2521

Arizona
Ms. Mary C. Short
Superintendent of Banks
3225 North Central, Suite 815
Phoenix, AZ 85012
(602) 255-4421

Arkansas
Mr. Marlin D. Jackson
Bank Commissioner
Tower Building
323 Center Street, Suite 500
Little Rock, AR 72201
(501) 371-1117

California
Mr. Howard Gould
Superintendent of Banks
235 Montgomery Street
Suite 750
San Francisco, CA 94104
(415) 557-3535

Colorado
Mr. Richard B. Doby
State Bank Commissioner
Colorado Division of Banking
First West Plaza, Suite 700
303 West Colfax
Denver, CO 80204
(303) 866-3131

Connecticut
Mr. Howard B. Brown, Jr.
Banking Commissioner
44 Capitol Avenue
Hartford, CT 06106
(203) 566-4560

Delaware
Mr. John E. Malarkey
State Bank Commissioner
P.O. Box 1401
Dover, DE 19903
(302) 736-4235

District of Columbia
Mr. Edward D. Irons
Acting Superintendent of
Banking and Financial
Institutions
1350 Pennsylvania Ave., N.W.
Room 401
Washington, DC 20004
(202) 727-6365

Florida
Mr. Gerald Lewis
State Comptroller
State Capitol Building
Tallahassee, FL 32399
(904) 488-0370

Georgia
Mr. Edward D. Dunn
Commissioner of
Banking and Finance
2990 Brandywine Road
Suite 200
Atlanta, GA 30341
(404) 393-7330

Guam
Mr. Dave J. Santos
Banking Commissioner
P.O. Box 2796
Agana, GU 96910
(written inquiries only)

Hawaii
Ms. Donna Tanoue
Bank Examiner
P.O. Box 541
Honolulu, HI 96809
(808) 548-7505

Idaho
Mr. Belton J. Patty
Director
Department of Finance
700 West State Street
2nd Floor
Boise, ID 83720
(208) 334-3319

Illinois
Mr. William C. Harris
Commissioner of Banks
and Trust Companies
119 South Fifth Street
Room 400
Springfield, IL 62701
(217) 785-2837

Indiana
Ms. Ruth D. Harrison
Director
Department of
Financial Institutions
Indiana State Office Building
Room 1024
Indianapolis, IN 46204
(317) 232-3955

Iowa
Mr. William R. Bernau
Superintendent of Banking
200 East Grand, Suite 300
Des Moines, IA 50309
(515) 281-4014

Kansas
Mr. Eugene T. Barrett, Jr.
State Bank Commissioner
700 Jackson Street, Suite 300
Topeka, KS 66603
(913) 296-2266

Kentucky
Mr. Thomas B. Miller
Commissioner of
Banking and Securities
911 Leawood Drive
Frankfort, KY 40601
(502) 564-3390

Louisiana
Mr. Fred C. Dent, Jr.
Commissioner of
Financial Institutions
P.O. Box 94095
Baton Rouge, LA 70804
(504) 925-4660

Maine
Mr. H. Donald DeMatteis
Superintendent of Banking
State House Station #36
Augusta, ME 04333
(207) 289-3231

Maryland
Ms. Margie H. Muller
Bank Commissioner
34 Market Place
Baltimore, MD 21202
(301) 333-6262

Massachusetts
Mr. Paul E. Bulman
Commissioner of Banks
100 Cambridge Street
Boston, MA 02202
(617) 727-3120

Michigan
Mr. Eugene W. Kuthy
Commissioner
Financial Institutions Bureau
P.O. Box 30224
Lansing, MI 48909
(517) 373-3460

Minnesota
Mr. James G. Miller
Deputy Commissioner
of Commerce
500 Metro Square Building
5th Floor
St. Paul, MN 55101
(612) 296-2135

Mississippi
Ms. Jean S. Porter
Commissioner
Department of Banking and
Consumer Finance
P.O. Box 731
Jackson, MS 39205
(601) 359-1031

Missouri
Mr. Thomas B. Fitzsimmons
Commissioner of Finance
P.O. Box 716
Jefferson City, MO 65102
(314) 751-3397

Montana
Mr. Fred J. Flanders
Commissioner of
Financial Institutions
1424 Ninth Avenue
Helena, MT 59620
(406) 444-2091

Nebraska
Ms. Cynthia H. Milligan
Director of Banking
and Finance
301 Centennial Mall, South
Lincoln, NE 68509
(402) 471-2171

Nevada
Mr. L. Scott Walshaw
Commissioner of
Financial Institutions
406 East Second Street
Carson City, NV 89710
(702) 885-4260

New Hampshire
Mr. A. Roland Roberge
Bank Commissioner
45 South Main Street
Concord, NH 03301
(603) 271-3561

New Jersey
Ms. Mary Little Parell
Commissioner of Banking
36 West State Street
Trenton, NJ 08625
(609) 292-3420

New Mexico
Mr. James W. Stretz
Director
Financial Institutions Division
Bataan Memorial Building
Room 137
Santa Fe, NM 87503
(505) 827-7740

New York
Ms. Jill M. Considine
Superintendent of Banks
Two Rector Street
New York, NY 10006
(212) 618-6642

North Carolina
Mr. William T. Graham
Commissioner of Banks
P.O. Box 29512
Raleigh, NC 27626
(919) 733-3016

North Dakota
Mr. Gary D. Preszler
Commissioner of Banking
and Financial Institutions
State Capitol, Room 1301
Bismarck, ND 58505
(701) 224-2256

Ohio
Ms. Linda K. Page
Superintendent of Banks
Two Nationwide Plaza
Columbus, OH 43215
(614) 466-2932

Oklahoma
Mr. Robert Y. Empie
Bank Commissioner
Malco Building
4100 North Lincoln Boulevard
Oklahoma City, OK 73105
(405) 521-2783

Oregon
Mr. Cecil R. Monroe
Deputy Administrator
Financial Institutions Division
280 Court Street, N.E.
Salem, OR 97310
(503) 378-4140

Pennsylvania
Ms. Sarah W. Hargrove
Secretary of Banking
333 Market Street, 16th Floor
Harrisburg, PA 17101
(717) 787-6991

Puerto Rico
Ms. Angel L. Rosas
Commissioner of Banking
P.O. Box S4515
San Juan, PR 00905
(809) 721-5242

Rhode Island
Ms. Susan D. Hayes
Assistant Director
Banking and Securities
100 North Main Street
Providence, RI 02903
(401) 277-2405

South Carolina
Mr. Robert C. Cleveland
Commissioner of Banking
1026 Sumter Street, Room 217
Columbia, SC 29201
(803) 734-1050

South Dakota
Mr. Richard A. Duncan
Director of Banking
and Finance
State Capitol Building
Pierre, SD 57501
(605) 773-2236

Tennessee
Mr. Dennis R. Phillips
Commissioner of
Financial Institutions
John Sevier Building
4th Floor
Nashville, TN 37219
(615) 741-2236

Texas
Mr. Kenneth W. Littlefield
Banking Commissioner
2601 North Lamar
Austin, TX 78705
(512) 479-1200

Utah
Mr. George Sutton
Commissioner of
Financial Institutions
P.O. Box 89
Salt Lake City, UT 84110
(801) 530-6502

Vermont
Mr. Thomas P. Menson
Commissioner of
Banking and Insurance
State Office Building
Montpelier, VT 05602
(802) 828-3301

Virgin Islands
Mr. Julio A. Brady
Lieutenant Governor
Chairman of the
Banking Board
Kongens Gardens #18
P.O. Box 450
St. Thomas, VI 00801
(809) 774-2991

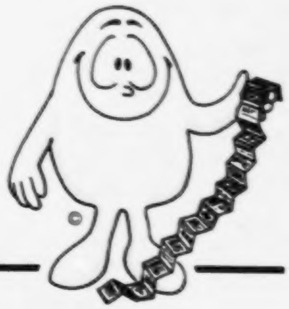
Virginia
Mr. Sidney A. Bailey
Commissioner of
Financial Institutions
P.O. Box 2-AE
Richmond, VA 23205
(804) 786-3657

Washington
Mr. Thomas H. Oldfield
Supervisor of Banking
General Administration
Building, Room 219
Olympia, WA 98504
(206) 753-6520

West Virginia
Mr. David F. Mudie
Deputy Commissioner
of Banking
State Office Building 3
Suite 311
Charleston, WV 25305
(304) 348-2294

Wisconsin
Mr. Richard E. Galecki
Commissioner of Banking
P.O. Box 7876
Madison, WI 53707
(608) 266-1621

Wyoming
Mr. Stanley R. Hunt
State Examiner
Herschler Building, 4th Floor
Cheyenne, WY 82002
(307) 777-6600



Credit Cards

1. Keep a list of your credit card numbers, expiration dates, and the phone number of each card issuer in a secure place.
2. Credit card issuers offer a wide variety of terms (annual percentage rate, methods of calculating the balance subject to the finance charge, minimum monthly payments, and actual membership fees). When selecting a card, compare the terms offered by several card issuers to find the card that best suits your needs.
3. Watch your card after giving it to a clerk. Take your card back promptly after the clerk is finished with it and make sure it's yours.
4. Tear up the carbons when you take your credit card receipt. Void or destroy any incorrect receipts.
5. Never sign a blank receipt. Draw a line through any blank spaces above the total when you sign receipts.
6. Open credit card bills promptly and compare them with your receipts to check for unauthorized charges and billing errors.
7. Report promptly and in writing to the card issuer any questionable charges. Written inquiries should not be included with your payment. Check the billing statement for the correct address to send any written inquiries. The inquiry must be in writing to guarantee your rights.
8. Never give out your credit card number over the telephone unless you have initiated the call.
9. Never put your card number on a post card or on the outside of an envelope.
10. Sign new cards as soon as they arrive. Cut up expired cards and dispose of them promptly. Cut up and return unwanted cards to the issuer.
11. Leave infrequently used cards in a secure place.
12. If any of your credit cards are missing or stolen, report the loss as soon as possible to your card issuers. Some companies have 24-hour service and toll free numbers printed on their statements for this purpose. For your own protection, follow up your phone calls with a letter to each issuer. The letter should contain your card number, the date the card was missing, and the date you called in the loss.
13. If you report the loss before a credit card is used, the issuer cannot hold you responsible for any subsequent unauthorized charges. If a thief uses your card before you report it missing, the most you will owe for unauthorized charges on each card is $50.

State Insurance Regulators

Each state has its own laws and regulations governing all types of insurance. The officials listed below are responsible for enforcing these laws, as well as providing consumers with information helpful in making wise insurance buying decisions. Many local libraries also have a wealth of information that can be helpful when comparing insurance companies prior to making a purchase.

Before contacting the state regulator, keep in mind that company decisions, such as claim denials, should first be appealed within the company.

Alabama
Mr. John S. Greeno
Insurance Commissioner
136 South Union Street #181
Montgomery, AL 36130
(205) 269-3550

Alaska
Mr. John L. George
Director of Insurance
P.O. Box D
Juneau, AK 99811
(907) 465-2515

American Samoa
Mr. Afa Roberts
Insurance Commissioner
Office of the Governor
Pago Pago, AQ 96797
011 (684) 633-4116

Arizona
Mr. S. David Childers
Director of Insurance
801 E. Jefferson, 2nd Floor
Phoenix, AR 85034
(602) 255-5400
(602) 255-4367
(consumer affairs)

Arkansas
Mr. Robert M. Eubanks III
Insurance Commissioner
400 University Tower Building
Little Rock, AR 72204
(501) 371-1325

California
Ms. Roxani Gillespie
Commissioner of Insurance
100 Van Ness Avenue
San Francisco, CA 94102
(415) 557-3245 (San Francisco)
(213) 736-2551 (Los Angeles)
1 (800) 233-9045
(toll free in California complaints)

Colorado
Mr. John Kezer
Commissioner of Insurance
303 West Colfax Avenue
5th Floor
Denver, CO 80204
(303) 866-3201

Connecticut
Mr. Peter W. Gillies
Insurance Commissioner
165 Capitol Avenue
State Office Building
Room 425
Hartford, CT 06106
(203) 566-5275

Delaware
Mr. David N. Levinson
Insurance Commissioner
841 Silver Lake Boulevard
Dover, DE 19901
(302) 736-4251

District of Columbia
Ms. Margurite C. Stokes
Superintendent of Insurance
614 H Street, N.W.
North Potomac Building
Suite 516
Washington, DC 20001
(202) 727-7419

Florida
Mr. Bill Gunter
Insurance Commissioner
Plaza Level Eleven
Tallahassee, FL 32399
(904) 488-3440

Georgia
Mr. Warren D. Evans
Insurance Commissioner
2 Martin L. King, Jr. Drive
Atlanta, GA 30334
(404) 656-2056

Guam
Mr. Carr Bettis
Acting Insurance
Commissioner
P.O. Box 2796
Agana, GU 96910
011 (671) 477-1040

Hawaii
Ms. Robin Campaniano
Insurance Commissioner
P.O. Box 3614
Honolulu, HI 96811
(808) 548-5450

Idaho
Mr. Anthony Fagiano
Acting Director of Insurance
700 West State Street
Boise, ID 83720
(208) 334-2250

Illinois
Mr. John E. Washburn
Director of Insurance
320 West Washington Street
4th Floor
Springfield, IL 62767
(217) 782-4515

Indiana
Mr. Harry E. Eakin
Commissioner of Insurance
311 West Washington Street
Suite 300
Indianapolis, IN 46204
(317) 232-2386

Iowa
Mr. William D. Hager
Insurance Commissioner
Lucas State Office Building
6th Floor
Des Moines, IA 50319
(515) 281-5705

Kansas
Mr. Fletcher Bell
Commissioner of Insurance
420 S.W. 9th Street
Topeka, KS 66612
(913) 296-7801

Kentucky
Mr. Gil McCarty
Insurance Commissioner
229 West Main Street
P.O. Box 517
Frankfort, KY 40602
(502) 564-3630

Louisiana
Mr. Sherman A. Bernard
Commissioner of Insurance
P.O. Box 44214
Baton Rouge, LA 70804
(504) 342-5328

Maine
Mr. Everard B. Stevens
Acting Insurance
Commissioner
State Office Building
State House, Station 34
Augusta, ME 04333
(207) 289-3101

Maryland
Mr. Edward J. Muhl
Insurance Commissioner
501 St. Paul Place
7th Floor South
Baltimore, MD 21202
(301) 333-2520

Massachusetts
Mr. Peter Hiam
Commissioner of Insurance
100 Cambridge Street
Boston, MA 02202
(617) 727-3333

Michigan
Mr. Herman W. Coleman
Commissioner of Insurance
Insurance Bureau
P.O. Box 30220
Lansing, MI 48909
(517) 373-9273

Minnesota
Mr. Michael A. Hatch
Commissioner of Commerce
500 Metro Square Building
5th Floor
St. Paul, MN 55101
(612) 296-6907

Mississippi
Mr. George Dale
Commissioner of Insurance
1804 Walter Sillers Building
P.O. Box 79
Jackson, MS 39205
(601) 359-3569

Missouri
Mr. Lewis R. Crist
Director of Insurance
301 West High Street
Room 630
P.O. Box 690
Jefferson City, MO 65102
(314) 751-2451

Montana
Ms. Andy Bennett
Commissioner of Insurance
126 North Sanders
Room 270
P.O. Box 4009
Helena, MT 59601
(406) 444-2040

Nebraska
Mr. William H. McCartney
Director of Insurance
301 Centennial Mall South
P.O. Box 94699
Lincoln, NE 68509
(402) 471-2201

Nevada
Mr. David A. Gates
Commissioner of Insurance
Nye Building
201 South Fall Street
Carson City, NV 89701
(702) 885-4270

New Hampshire
Mr. Louis E. Bergeron
Insurance Commissioner
169 Manchester Street
Concord, NH 03301
(603) 271-2261

New Jersey
Mr. Kenneth D. Merin
Commissioner
Department of Insurance
CN325—201 East State Street
Trenton, NJ 08625
(609) 292-5363

New Mexico
Mr. Vicente B. Jasso
Superintendent of Insurance
PERA Building, Room 428
P.O. Drawer 1269
Santa Fe, NM 87504
(505) 827-4500

New York
Mr. James P. Corcoran
Superintendent of Insurance
160 West Broadway
New York, NY 10013
(212) 602-0429

North Carolina
Mr. James E. Long
Commissioner of Insurance
Dobbs Building
P.O. Box 26387
Raleigh, NC 27611
(919) 733-7343

North Dakota
Mr. Earl R. Pomeroy
Commissioner of Insurance
Capitol Building, 5th Floor
Bismarck, ND 58505
(701) 224-2440

Ohio
Mr. George Fabe
Director of Insurance
2100 Stella Court
Columbus, OH 43266
(614) 481-5735

Oklahoma
Mr. Gerald Grimes
Insurance Commissioner
P.O. Box 53408
Oklahoma City, OK 73152
(405) 521-2828

Oregon
Mr. Theodore R. Kulongoski
Insurance Commissioner
21 Labor and Insurance Building
Salem, OR 97310
(503) 378-4271

Pennsylvania
Ms. Constance B. Foster
Insurance Commissioner
Strawberry Square
13th Floor
Harrisburg, PA 17120
(717) 787-5173

Puerto Rico
Mr. Juan Antonio Garcia
Commissioner of Insurance
Fernandez Juncos Station
P.O. Box 8330
Santurce, PR 00910
(809) 722-8686

Rhode Island
Mr. Mark A. Pfeiffer
Insurance Commissioner
100 North Main Street
Providence, RI 02903
(401) 277-2246

South Carolina
Mr. John G. Richards V
Chief Insurance Commissioner
1612 Marion Street
P.O. Box 100105
Columbia, SC 29202
(803) 737-6117

South Dakota
Ms. Mary Jane Cleary
Director of Insurance
Insurance Building
910 East Sioux Avenue
Pierre, SD 57501
(605) 773-3563

Tennessee
Ms. Elaine A. McReynolds
Commissioner of Insurance
1808 West End Avenue
14th Floor
Nashville, TN 37219
(615) 741-2241

Texas
Mr. Ray Marek
Manager of Business Practices
and Enforcement
State Board of Insurance
1110 San Jacinto Boulevard
Austin, TX 78701
(512) 463-6501
1 (800) 252-3439
(toll free in Texas)
(claim complaints only)

Utah
Mr. Harold C. Yancey
Commissioner of Insurance
P.O. Box 45803
Salt Lake City, UT 84145
(801) 530-6400

Vermont
Ms. Gretchen Babcock
Commissioner of Insurance
State Office Building
Montpelier, VT 05602
(802) 828-3301

Virgin Islands
Mr. Derek M. Hodge
Commissioner of Insurance
Kongens Garde 18
St. Thomas, VI 00801
(809) 774-2991

Virginia
Mr. Steven T. Foster
Commissioner of Insurance
700 Jefferson Building
P.O. Box 1157
Richmond, VA 23209
(804) 786-3741

Washington
Mr. Richard G. Marquardt
Insurance Commissioner
Insurance Building AQ21
Olympia, WA 98504
(206) 753-7301

West Virginia
Mr. Fred E. Wright
Insurance Commissioner
2100 Washington Street, East
Charleston, WV 25305
(304) 348-3394

Wisconsin
Mr. Robert D. Haase
Commissioner of Insurance
P.O. Box 7873
Madison, WI 53707
(608) 266-0102

Wyoming
Mr. Gordon W. Taylor
Commissioner of Insurance
Herschler Building
122 West 25th Street
Cheyenne, WY 82002
(307) 777-7401

Mail Order

1. Be suspicious of exaggerated product claims or very low prices, and read product descriptions very carefully—sometimes pictures of products are misleading.
2. If you have any doubts about the company, check with the U.S. Postal Service, your state or local consumer protection agency or Better Business Bureau before ordering.
3. Look for the firm's return policy. If it is not stated, ask before you order. For example, does the company pay charges for shipping and return?
4. Complete the order form as directed. If you leave out information (such as full address or item details), your order may be delayed or canceled.
5. Keep a complete record of your order; including the company's name, address and telephone number, the price of the items ordered, any handling or other charges, the date you mailed (or telephoned) in the order, and your method of payment. Keep copies of canceled checks and/or statements.
6. If you order by mail, your order should be shipped within 30 days after the company receives your complete order, unless another period is agreed upon when placing the order or stated in an advertisement. If your order is delayed, a notice of delay should be sent to you within the promised shipping period along with an option to cancel the order.
7. Whenever your order involves a large amount of money, always check the company and its reputation before buying.

State Utility Commissions

State utility commissions regulate consumer service and rates for gas, electricity, and a variety of intrastate services. These include moving household goods, telephone services, and in some states, water and transportation. Interstate rates for these utilities and services are regulated by the Federal government. Many utility commissions handle complaints, and will sometimes conduct investigations if numerous complaints are received on a particular utility matter.

Some states have offices which investigate consumer utility complaints, represent consumers who file formal complaints with state utility commissions, investigate utility service where warranted, and represent the interests of consumers in rate proceedings of state utility commissions. To find out if your state has such an office, check the listing below.

Alabama
Mr. James Sullivan
President
Alabama Public Service
Commission
P.O. Box 991
Montgomery, AL 36130
(205) 261-5207
1 (800) 392-8052
(toll free in Alaska)

Alaska
Ms. Carolyn Guess
Acting Chairman
Alaska Public Utilities
Commission
420 L Street, Suite 100
Anchorage, AK 99501
(907) 276-6222

Arizona
Ms. Marcia G. Weeks
Chairman
Arizona Corporation
Commission
1200 West Washington Street
Phoenix, AZ 85007
(602) 255-4143
(602) 255-2105 (TDD)

Arkansas
Robert E. Johnston, Ph.D.
Chairman
Arkansas Public Service
Commission
1000 Center Street
Little Rock, AR 72202
(501) 371-1453
1 (800) 482-1164
(toll free in Arkansas)

California
Mr. Stanley W. Hulett
President
California Public Utilities
Commission
505 Van Ness Avenue
Room 5207
San Francisco, CA 94102
(415) 557-3703
(415) 557-0798 (TDD)

Colorado
Mr. Arnold H. Cook
Chairman
Colorado Public Utilities
Commission
1580 Logan Street
Logan Tower—Office Level 2
Denver, CO 80203
(303) 866-3197

Connecticut
Mr. John T. Downey
Chairperson
Connecticut Department of
Public Utility Control
1 Central Park Plaza
New Britain, CT 06051
(203) 827-1553
1 (800) 382-4586
(toll free in Connecticut)

Delaware
Ms. Nancy M. Norling
Chairman
Delaware Public Service
Commission
1560 South DuPont Highway
Dover, DE 19901
(302) 736-4247
1 (800) 282-8574
(toll free in Delaware)

District of Columbia
Ms. Patricia M. Worthy
Chairperson
District of Columbia Public
Service Commission
450 Fifth Street, N.W.
Washington, DC 20001
(202) 626-5110

Florida
Ms. Katie Nichols
Chairman
Florida Public Service
Commission
101 East Gaines Street
Tallahassee, FL 32301
(904) 488-2445
1 (800) 342-3552
(toll free in Florida)

Georgia
Mr. Robert C. Pafford
Chairman
Georgia Public Service
Commission
244 Washington Street, S.W.
Atlanta, GA 30334
(404) 656-4556
1 (800) 282-5813
(toll free in Georgia)

Hawaii
Mr. Hideto Kono
Chairman
Hawaii Public Utilities
Commission
465 South King Street, 1st Floor
Honolulu, HI 96813
(808) 548-3990

Idaho
Mr. Perry Swisher
President
Idaho Public Utilities
Commission
State House
Boise, ID 83720
(208) 334-3912

Illinois
Ms. Mary B. Bushnell
Chairman
Illinois Commerce Commission
527 East Capitol Avenue
P.O. Box 19280
Springfield, IL 62794
(217) 782-7295
(217) 782-7434 (TDD)

Indiana
Mr. Leslie Duvall
Chairman
Indiana Utility Regulatory
Commission
913 State Office Building
Indianapolis, IN 46204
(317) 232-2701

Iowa
Mr. Andrew Varley
Chairman
Iowa State Utilities Board
State Capitol
Des Moines, IA 50319
(515) 281-5979

Kansas
Mr. Keith R. Henley
Chairman
Kansas State Corporation
Commission
State Office Building
Topeka, KS 66612
(913) 296-3324

Kentucky
Mr. Richard D. Heman, Jr.
Chairman
Kentucky Public Service
Commission
730 Schenkel Lane
P.O. Box 615
Frankfort, KY 40602
(502) 564-7071

Louisiana
Mr. John F. Schwegmann
Chairman
Louisiana Public Service
Commission
One American Place
Suite 1630
Baton Rouge, LA 70825
(504) 838-5250
1 (800) 228-9368
(toll free in Louisiana)

Maine
Chairman
Maine Public Utilities
Commission
State House Station 18
Augusta, ME 04333
(207) 289-3831

Maryland
Mr. Frank O. Heintz
Chairman
Maryland Public Service
Commission
231 East Baltimore Street
Baltimore, MD 21202
(301) 333-6000
1 (800) 492-0474
(toll free in Maryland)
1 (800) 345-6934
(toll free TDD in Maryland)

Massachusetts
Mr. Paul F. Levy
Chairman
Massachusetts Department
of Public Utilities
100 Cambridge Street
Boston, MA 02202
(617) 727-3500

Michigan
Mr. William E. Long
Chairperson
Michigan Public Service
Commission
6545 Mercantile Way
P.O. Box 30221
Lansing, MI 48909
(517) 334-6445
1 (800) 292-9555
(toll free in Michigan)
1 (800) 443-8926
(toll free TDD in Michigan)

Minnesota
Ms. Barbara Beerhalter
Chair
Minnesota Public Utilities
Commission
780 American Center Building
160 East Kellogg Boulevard
St. Paul, MN 55101
(612) 296-7124
1 (800) 652-9747
(toll free in Minnesota)
(612) 297-1200 (TDD)

Mississippi
Mr. Nielsen Cochran
Chairman
Mississippi Public Service
Commission
P.O. Box 1174
Jackson, MS 39215
(601) 961-5400

Missouri
Mr. William D. Steinmeier
Chairman
Missouri Public Service
Commission
P.O. Box 360
Jefferson City, MO 65102
(314) 751-3234
1 (800) 392-4211
(toll free in Missouri)

Montana
Mr. Clyde Jarvis
Chairman
Montana Public Service
Commission
2701 Prospect Avenue
Helena, MT 59620
(406) 444-6150

Nebraska
Mr. Eric Rasmussen
Chairman
Nebraska Public Service
Commission
301 Centennial Mall South
P.O. Box 94927
Lincoln, NE 68509
(402) 471-3101

Nevada
Mr. Scott M. Craigie
Chairman
Nevada Public Service
Commission
505 East King Street
Carson City, NV 89710
(702) 885-4180

New Hampshire
Mr. Vincent J. Iacopino
Chairman
New Hampshire Public Utilities
Commission
8 Old Suncook Road
Building No.1
Concord, NH 03301
(603) 271-2431
1 (800) 852-3793
(toll free in New Hampshire)

New Jersey
Ms. Barbara A. Curran
President
New Jersey Board of
Public Utilities
Two Gateway Center
Newark, NJ 07102
(201) 648-2026
1 (800) 624-0241
(toll free in New Jersey)

New Mexico
Mr. Joseph E. Samora, Jr.
Chairman
New Mexico Public Service
Commission
P.O. Box 2205
Santa Fe, NM 87504
(505) 827-6940

New York
Mr. Peter A. Bradford
Chairman
New York Public Service
Commission
3 Empire State Plaza
Albany, NY 12223
(518) 474-7080
1 (800) 342-3377 (toll free in
New York—complaints)
1 (800) 342-3355 (toll free in
New York—emergency service
cutoff 7:30 a.m.-7:30 p.m.
Monday-Friday)

North Carolina
Mr. Robert O. Wells
Chairman
North Carolina Utilities
Commission
P.O. Box 29510
Raleigh, NC 27626
(919) 733-4249

North Dakota
Mr. Dale V. Sandstrom
President
North Dakota Public Service
Commission
State Capitol Building
Bismarck, ND 58505
(701) 224-2400
1 (800) 932-2400
(toll free in North Dakota)

Ohio
Mr. Thomas V. Chema
Chairman
Ohio Public Utilities
Commission
180 East Broad Street
Columbus, OH 43215
(614) 466-3016
(614) 466-8180 (TDD)

Oklahoma
Mr. James B. Townsend
Chairman
Oklahoma Corporation
Commission
Jim Thorpe Office Building
Oklahoma City, OK 73105
(405) 521-2264

Oregon
Mr. Charles Davis
Chairman
Oregon Public Utility
Commission
300 Labor and Industries
Building
Salem, OR 97310
(503) 378-6666
1 (800) 522-2404
(toll free in Oregon)

Pennsylvania
Mr. William Shane
Chairman
Pennsylvania Public Utility
Commission
P.O. Box 3265
Harrisburg, PA 17120
(717) 783-1740

Puerto Rico
Mr. Amjel M. Almodovar
Chairman
Puerto Rico Public Service
Commission
Call Box CP
Hato Rey, PR 00919
(809) 751-5050

Rhode Island
Mr. Edward F. Burke
Chairman
Rhode Island Public Utilities
Commission
100 Orange Street
Providence, RI 02903
(401) 277-3500

South Carolina
Mr. Cecil Bowers
Chairman
South Carolina Public Service
Commission
P.O. Drawer 11649
Columbia, SC 29211
(803) 737-5100

South Dakota
Mr. Dennis Eisnach
Chairman
South Dakota Public Utilities
500 East Capitol Avenue
Pierre, SD 57501
(605) 773-3201

Tennessee
Mr. Frank D. Cochran
Chairman
Tennessee Public Service
Commission
460 James Robertson Parkway
Nashville, TN 37219
(615) 741-2904
1 (800) 342-8359
(toll free in Tennessee)

Texas
Mr. Dennis Thomas
Chairman
Texas Public Utility
Commission
7800 Shoal Creek Boulevard
Suite 400N
Austin, TX 78757
(512) 458-0100

Utah
Mr. Brian T. Stewart
Chairman
Utah Public Service
Commission
160 East 300 South
Salt Lake City, UT 84111
(801) 530-6716

Vermont
Ms. V. Louise V. McCarren
Chairman
Vermont Public Service Board
120 State Street
State Office Building
Montpelier, VT 05602
(802) 828-2319
1 (800) 622-4496
(toll free in Vermont)

Virgin Islands
Mr. Alphonse Adams
Chairman
Virgin Islands Public Services
Commission
Charlotte Amalie
P.O. Box 40
St. Thomas, VI 00801
(809) 776-1291

Virginia
Ms. Elizabeth B. Lacy
Chairman
Virginia State Corporation
Commission
P.O. Box 1197
Richmond, VA 23209
(804) 786-3608

Washington
Ms. Sharon Nelson
Chairman
Washington Utilities and
Transportation Commission
1300 Evergreen Park Dr. South
Olympia, WA 98504
(206) 753-6423
1 (800) 562-6150
(toll free in Washington)

West Virginia
Mr. Michael D. Greer
Chairman
West Virginia Public Service
Commission
P.O. Box 812
Charleston, WV 25323
(304) 340-0374
1 (800) 344-5113
(toll free in West Virginia)

Wisconsin
Mr. Charles H. Thompson
Chairman
Wisconsin Public Service
Commission
4802 Sheboygan Avenue
P.O. Box 7854
Madison, WI 53707
(608) 266-2001

Wyoming
Mr. John R. Smyth
Chairman
Wyoming Public Service
Commission
122 West 25th
Cheyenne, WY 82002
(307) 777-7427

State Vocational and Rehabilitation Agencies

State vocational and rehabilitation agencies are responsible for coordinating and providing employment and job referral services for eligible handicapped individuals. Included among these services are counseling, evaluation, training, and job placement. Orientation and mobility services for the sight impaired as well as speech and hearing therapy for the hearing impaired are also available.

Alabama
Ms. Lamona H. Lucas
Director
Rehabilitation and Crippled Children
Service
P.O. Box 11586
Montgomery, AL 36111
(205) 281-8780

Alaska
Mr. Michael C. Morgan
Director
Division of Vocational Rehabilitation
Box F, M.S. 0581
Juneau, AK 99811
(907) 465-2814

American Samoa
Mr. John J. Banks
Director
Vocational Rehabilitation
Department of Manpower Resources
American Samoa Government
P.O. Box 3492
Pago Pago, AQ 96799
(011) (684) 633-4803

Arizona
Mr. James B. Griffith
Administrator
Rehabilitation Services Administration
1300 West Washington Street
Phoenix, AZ 85007
(602) 255-3332

Arkansas
Mr. Russell Baxter
Commissioner
Rehabilitation Services Division
Department of Human Services
P.O. Box 3781
Little Rock, AR 72203
(501) 371-2571

Mr. James C. Hudson
Commissioner
Division of Services for the Blind
Department of Human Services
P.O. Box 3237
Little Rock, AR 72203
(501) 371-2587

California
Cecilio Fontanoza, Ph.D.
Director
Department of Rehabilitation
830 K Street Mall
Sacramento, CA 95814
(916) 445-3971

Colorado
Mark E. Litvin, Ph.D.
Bureau Chief
Bureau of Rehabilitation and Work
Programs
Department of Social Services
1575 Sherman Street
Denver, CO 80203
(303) 294-2803

Connecticut
Thomas Connors, Ph.D.
Bureau Chief
Client Services
State Department of Education
Division of Rehabilitation Services
600 Asylum Avenue
Hartford, CT 06105
(203) 566-7153

Mr. William Patton, ACSW
Director
Board of Education and Services
for the Blind
170 Ridge Road
Wethersfield, CT 06109
(203) 566-5800

Delaware
Mr. Tony Sokolowski
Director
Division of Vocational Rehabilitation
Delaware Elwyn Institutes
4th Floor
321 East 11th Street
Wilmington, DE 19801
(302) 571-2851

Mr. Robert Snyder
Director
Division for the Visually Impaired
Department of Health and Social Services
305 West 8th Street
Wilmington, DE 19801
(302) 571-3570

District of Columbia
Ms. Katherine Williams
Acting Administrator
D.C. Rehabilitation Services
Administration
Department of Human Services
605 G Street N.W., Room 1111
Washington, DC 20001
(202) 727-3227
(202) 727-0981 (TDD)

Florida
Calvin Melton, Ph.D.
Director
Division of Vocational Rehabilitation
Department of Labor and
Employment Security
1709 "A" Mahan Drive
Tallahassee, FL 32399
(904) 488-6210

Mr. Donald H. Wedewer
Director
Division of Blind Services
Department of Education
2540 Executive Center Circle
Douglas Building
Tallahassee, FL 32399
(904) 488-1330

Georgia
Mr. Thomas R. Gaines
Director
Division of Rehabilitation Services
Department of Human Services
878 Peachtree Street, N.E.
Room 706
Atlanta, GA 30309
(404) 894-6670

Guam
Ms. Rosa Salas
Director
Department of Vocational Rehabilitation
Government of Guam
P.O. Box 2113
Agana, GU 96910
(011) (671) 646-9468

Hawaii
Mr. Toshio Nishioka
Administrator
Division of Vocational Rehabilitation and
Services for the Blind
Department of Social Services
P.O. Box 339
Honolulu, HI 96809
(808) 548-4769

Idaho
Mr. George Pelletier
Administrator
Division of Vocational Rehabilitation
Len B. Jordan Building
Room 150
650 West State
Boise, ID 83720
(208) 334-3390

Mr. Howard H. Barton, Jr.
Administrator
Idaho Commission for the Blind
341 West Washington
Boise, ID 83702
(208) 334-3220

Illinois
Ms. Susan S. Suter
Director
Illinois Department of Rehabilitation
Services
623 East Adams Street
Springfield, IL 62705
(217) 785-0218

Indiana
Ms. Jean Merritt
Commissioner
Indiana Department of Human Services
251 North Illinois Street
P.O. Box 7083
Indianapolis, IN 46207
(317) 232-6500

Iowa

Mr. Jerry L. Starkweather
Administrator
Division of Vocational Rehabilitation Services
Department of Education
510 East 12th Street
Des Moines, IA 50319
(515) 281-4311

Mr. R. Craig Slayton
Administrator
Commission for the Blind
524 4th Street
Des Moines, IA 50309
(515) 281-7999

Kansas

Ms. Joan B. Watson
Commissioner Rehabilitation Services
Department of Social and Rehabilitation Services
2700 West 6th
Biddle Building
2nd Floor
Topeka, KS 66606
(913) 296-3911

Kentucky

Mr. Don Fightmaster
Assistant Superintendent of Rehabilitation
Bureau of Rehabilitative Services
Department of Education
Capital Plaza Office Tower
9th Floor
Frankfort, KY 40601
1 (800) 372-7172
(toll free in Kentucky)

Mr. Charles W. McDowell
Director
Department for the Blind
Education and Humanities Cabinet
427 Versailles Road
Frankfort, KY 40601
(502) 564-4754

Louisiana

Ms. May Nelson
Director
Division of Vocational Rehabilitation
Department of Health and Human Resources
P.O. Box 94371
Baton Rouge, LA 70804
(504) 342-2285

Mr. Jerry Swearingen
Director
Division of Blind Services
Office of Human Development
Department of Health and Human Resources
1755 Florida Street
Baton Rouge, LA 70802
(504) 342-5284

Maine

Mr. Robert B. McKeagney
Director
Bureau of Rehabilitation Services
Department of Human Services
32 Winthrop Street
Augusta, ME 04330
(207) 289-2266

Mariana Islands

Mr. Manny Villagomez
Chief Vocational Rehabilitation Division
Commonwealth of Northern Mariana Island
Saipan, Mariana Island 96950
(011) (670) 234-6538

Maryland

Mr. Richard A. Batterton
Assistant State Superintendent
Division of Vocational Rehabilitation
State Department of Education
200 West Baltimore Street
Baltimore, MD 21201
(301) 333-2294

Massachusetts

Mr. Charles Crawford
Commissioner
Commission for the Blind
110 Tremont Street, 6th Floor
Boston, MA 02108
(617) 727-5550
1 (800) 392-6556
(toll free in Massachusetts)

Mr. Elmer C. Bartels
Commissioner
Rehabilitation Commission
11th Floor Statler Office Building
20 Park Plaza
Boston, MA 02116
(617) 727-2172
(617) 727-2170 (TDD)

Michigan

Ivan Cotman, Ed.D.
Associate Superintendent
Bureau of Rehabilitation
and Disability Determination
Department of Education
P.O. Box 30010
Lansing, MI 48909
(517) 373-3390

Mr. Philip E. Peterson
Director
Commission for the Blind
Department of Labor
309 North Washington Square
Lansing, MI 48909
(517) 373-2062

Mr. Peter Griswold
State Director
Michigan Rehabilitation Services
Department of Education
P.O. Box 30010
Lansing, MI 48909
(517) 373-3391
(517) 373-3980 (TDD)

Mr. Charles Jones
State Director
Disability Determination Service
Department of Education
P.O. Box 30011
Lansing, MI 48909
(517) 373-7830

Minnesota

Mr. William Niederloh
Assistant Commissioner
Division of
Rehabilitation Services
Department of
Jobs and Training
390 North Robert Street
5th Floor
St. Paul, MN 55101
(612) 296-1822
(612) 296-5622 (TDD)

Mr. Rick Hokanson
Director
Services for the Blind
1745 University Avenue West
St. Paul, MN 55104
(612) 642-0500
(612) 642-0506 (TDD)

Mississippi

J. Elton Moore, Ph.D.
Director
Vocational Rehabilitation for the Blind
P.O. Box 4872
Jackson, MS 39216
(601) 354-6411

Mr. Morris Selby
Director
Vocational Rehabilitation Division
Department of Rehabilitation Services
P.O. Box 1698
Jackson, MS 39215
(601) 354-6825

Missouri

Mr. Don L. Gann, Ed.
Assistant Commissioner
Division of Vocational Rehabilitation
State Department of Education
2401 East McCarty
Jefferson City, MO 65101
(314) 751-3251 (voice/TDD)

Mr. David S. Vogel
Deputy Director
Bureau for the Blind
Division of Family Services
619 East Capitol
Jefferson City, MO 65101
(314) 751-4249

Montana

Ms. Margaret A. Bullock
Administrator
Department of Social and Rehabilitation Services
Rehabilitative and Visual Services Division
P.O. Box 4210
Helena, MT 59604
(406) 444-2590 (voice/TDD)

Nebraska

Jason D. Andrew, Ph.D.
Associate Commissioner
Division of Rehabilitation Services
State Department of Education
301 South Centennial Mall
6th Floor
Lincoln, NE 68509
(402) 471-2961
(402) 471-3659 (TDD)

James S. Nyman, Ph.D.
Director
Services for the Visually Impaired
Department of Public Institutions
4600 Valley Road
Lincoln, NE 68510
(402) 471-2891

Nevada
Mr. Delbert E. Frost
Administrator
Rehabilitation Division
Department of Human Services
Kinkead Building, 5th Floor
505 East King Street
Carson City, NV 89710
(702) 885-4440
(702) TTY-4722 (TDD)

New Hampshire
Mr. Bruce A. Archambault
Chief
Division of Vocational Rehabilitation
State Department of Education
78 Regional Drive
Concord, NH 03301
(603) 271-3800
(603) 271-3471 (TDD)

New Jersey
Ms. Norma Farrar Krajczar
Executive Director
Commission for the Blind and Visually Impaired
1100 Raymond Boulevard
Newark, NJ 07102
(201) 648-2324

Mr. George R. Chizmadia
Director
Division of Vocational Rehabilitation Services
Labor and Industry Building Room 1005
John Fitch Plaza
Trenton, NJ 08625
(609) 292-5987
(609) 292-2919 (TDD)

New Mexico
Mr. Ross Sweat
Director
Division of Vocational Rehabilitation
Department of Education
604 West San Mateo
Santa Fe, NM 87503
(505) 827-3500
(505) 827-3510 (TDD)

New York
Mr. Richard M. Switzer
Deputy Commissioner for Vocational Rehabilitation
New York State Education Department
Office of Vocational Rehabilitation
One Commerce Plaza
Room 1907
Albany, NY 12234
(518) 474-2714
(518) 474-1729 (TDD)
1 (800) 222-JOBS
(employment hotline)

Mr. Jack L. Ryan, Jr.
Director
State Department of Social Services
Commission for the Blind and Visually Handicapped
10 Eyck Office Building
40 North Pearl Street
Albany, NY 12243
(518) 473-1801

North Carolina
Mr. Claude A. Myer
Director
Division of Vocational Rehabilitation Services
Department of Human Resources
State Office
P.O. Box 26053
Raleigh, NC 27611
(919) 733-3364
(919) 733-5920 (TDD)

Mr. Herman O. Gruber
Director
Division of Services for the Blind
Department of Human Resources
309 Ashe Avenue
Raleigh, NC 27606
(919) 733-9822

North Dakota
Mr. James O. Fine
Division Director
Division of Vocational Rehabilitation
Department of Human Services
State Capitol Building
Bismarck, ND 58505
(701) 224-2907
(701) 224-2699 (TDD)

Ohio
Mr. Robert L. Rabe
Administrator
Rehabilitation Services Commission
4656 Heaton Road
Columbus, OH 43229
(614) 438-1210 (voice/TDD)

Oklahoma
Mr. Jerry Dunlap
Assistant Director
Oklahoma Department of Human Services
Division of Rehabilitation Services
P.O. Box 25352
Oklahoma City, OK 73125
(405) 424-4311, ext. 2840
(405) 424-2794 (TDD)

Oregon
Mr. Charles Young
Administrator
Commission for the Blind
535 S.E. 12th Avenue
Portland, OR 97214
(503) 238-8380

Mr. Joil Southwell
Administrator
Division of Vocational Rehabilitation
Department of Human Resources
2045 Silverton Road Northeast
Salem, OR 97310
(503) 378-3850 (voice/TDD)

Pennsylvania
Mr. Joseph A. Snyder
Executive Director
Office of Vocational Rehabilitation
Labor and Industry Building
7th and Forster Streets
Harrisburg, PA 17120
(717) 787-5244
(717) 787-4752 (TDD)

Commissioner
Bureau of Blindness and Visual Services
Department of Public Welfare
P.O. Box 2675
Harrisburg, PA 17105
(717) 787-6176

Puerto Rico
Mr. Angel L. Jimerez
Assistant Secretary for Vocational Rehabilitation
Department of Social Services
P.O. Box 1118, Building 10
Hato Rey, PR 00919
(809) 725-1792
(809) 763-5237 (TDD)

Rhode Island
Ms. Sherry J. Campanelli
Administrator
Vocational Rehabilitation Services
Department of Human Services
40 Fountain Street
Providence, RI 02903
(401) 421-7005
(401) 421-7016 (TDD)

Mr. John D. Bamford
Administrator
Rhode Island Services for the Blind and Visually Impaired
Department of Social and Rehabilitation Services
46 Aborn Street
Providence, RI 02903
(401) 277-2300
(401) 277-3010 (TDD)

South Carolina
Mr. William K. James
Commissioner
Commission for the Blind
1430 Confederate Avenue
Columbia, SC 29201
(803) 734-7522

Mr. Joseph S. Dusenbury
Commissioner
Vocational Rehabilitation Department
1410 Boston Avenue
P.O. Box 15
West Columbia, SC 29171
(803) 734-4300
(803) 734-4313 (TDD)

South Dakota
Mr. John E. Madigan
Secretary
Department of Vocational Rehabilitation
700 East Illinois Street
Pierre, SD 57501
(605) 773-3195
(605) 773-4544 (TDD)

Tennessee

Ms. Patsy Mathews
Assistant Commissioner Rehabilitation Services
Department of Human Services
Citizens Plaza Building
15th Floor
400 Deaderick Street
Nashville, TN 37219
(615) 741-2019
(615) 741-5645 (TDD)

Texas

Mr. Vernon M. Arrell
Commissioner
Texas Rehabilitation Commission
118 East Riverside Drive
Austin, TX 78704
(512) 445-8100

Mr. Pat A. Westbrook
Executive Director
Texas Commission for the Blind
P.O. Box 12866 Capitol Station
Austin, TX 78711
(512) 459-2500

Utah

Judy Ann Buffmire, Ph.D.
Director
Division of Rehabilitation Services
State Office of Education
250 East Fifth South
Salt Lake City, UT 84111
(801) 533-5991 (voice/TDD)

Mr. J. Wayne Nobel
Administrator
Services for the Visually Handicapped
State Office of Education
309 East First South
Salt Lake City, UT 84111
(801) 533-9393

Vermont

Mr. Richard C. Douglas
Director
Vocational Rehabilitation Division
Osgood Building
Waterbury Complex
103 South Main Street
Waterbury, VT 05676
(802) 241-2189 (voice/TDD)

Mr. David Mentasti
Director
Division for the Blind and Visually Impaired
Osgood Building
Waterbury Complex
103 South Main Street
Waterbury, VT 05676
(802) 241-2211

Virgin Islands

Ms. Sedonie Halbert
Director
Division of Handicapped Services
Department of Human Services
Barbel Plaza South
St. Thomas, VI 00801
(809) 774-0930

Virginia

Mr. Altamont Dickerson, Jr.
Commissioner
Department of Rehabilitative Services
4901 Fitzhugh Avenue
P.O. Box 11045
Richmond, VA 23230
(804) 257-0316
(804) 257-0315 (TDD)

Mr. John A. McCann
Commissioner
Department for the Visually Handicapped
397 Azalea Avenue
Richmond, VA 23227
(804) 264-3140 (voice/TDD)

Washington

Ms. Sharon Stewart Johnson
Director
Division of Vocational Rehabilitation
Department of Social and Health Services
OB 21-C
Olympia, WA 98504
(206) 753-0293
(206) 753-5473 (TDD)

Mr. Paul Dziedzic
Director
Department of Services for the Blind
521 East Legion
Olympia, WA 98501
(206) 586-1224
(206) 721-4056 (TDD)

West Virginia

Mr. Earl W. Wolfe
Director
Division of Rehabilitation Services
State Board of Rehabilitation
State Capitol
Charleston, WV 25305
(304) 766-4600
(304) 766-4969 (TDD)

Wisconsin

Judy R. Norman-Nunnery, Ph.D.
Administrator
Division of Vocational Rehabilitation
Department of Health and Social Services
1 West Wilson, 8th Floor
Madison, WI 53702
(608) 266-5466
(608) 266-9599 (TDD)

Wyoming

Mr. Robert Nantkes
Acting Administrator
Division of Vocational Rehabilitation
Department of Health and Social Services
326 Hathaway Building
Cheyenne, WY 82002
(307) 777-7385
(307) 777-7389 (TDD)

Teleshopping

If you are thinking of making purchases through a television shopping program, first check:

1. The cost of the same item sold by other sources, including local stores, catalogs, etc.
2. How long it will take for you to receive the item after you've placed your order.
3. The company's refund and cancellation policy.
4. Who pays shipping charges for returned merchandise, the company's policy for damaged or lost merchandise, and who pays for shipping insurance.
5. Whether the company reserves the right to substitute comparable goods.
6. If a warranty or guarantee is available.

Remember to keep a record of your order and the method and amount of payment, including any taxes, shipping and handling costs.

State Weights and Measures Offices

State weights and measures offices enforce laws and regulations to ensure that commercial weight and measure transactions are uniform and accurate. These offices check the weights of packaged products and the accuracy of weighing and measuring devices, such as supermarket scales, gasoline pumps, taxicab meters, and rental car odometers.

Contact the state weights and measures office if you believe you have purchased a short-weight package or think a weighing meter or measuring device is inaccurate.

Alabama
Mr. Donald E. Stagg
Director
Weights and Measures Division
Alabama Department
of Agriculture
P.O. Box 3336
Montgomery, AL 36193
(205) 261-2613

Alaska
Mr. Aves D. Thompson
Chief Inspector
Weights and Measures
Department of Commerce and
Economic Development
P.O. Box 111686
Anchorage, AK 99511
(907) 345-7750

Arizona
Mr. Raymond Helmick
Chief
Weights and Measures Division
Department of Administration
3039 West Indian School Road
Phoenix, AZ 85017
(602) 255-5211

Arkansas
Mr. Sam F. Hindsman
Director
Arkansas Bureau of Standards
Department of Commerce
4608 West 61st Street
Little Rock, AR 72209
(501) 371-1736

California
Mr. Darrell A. Guensler
Assistant Director
Division of
Measurement Standards
Department of
Food and Agriculture
8500 Fruitridge Road
Sacramento, CA 95826
(916) 366-5119

Colorado
Mr. David Wallace
Chief
Measurements Standards
Section
Department of Agriculture
3125 Wyandot
Denver, CO 80211
(303) 866-2845

Connecticut
Mr. Allan M. Nelson
Chief
Weights and Measures Division
Department of
Consumer Protection
State Office Building
Room G-17
165 Capitol Avenue
Hartford, CT 06106
(203) 566-5230

Delaware
Mr. Eugene Keeley
Supervisor
Office of Weights
and Measures
Department of Agriculture
2320 South DuPont Highway
Dover, DE 19903
(302) 736-4811

District of Columbia
Mr. Earl E. Maxwell
Chief
Weights and Measures Branch
Department of Consumer and
Regulatory Affairs
1110 U Street, S. E.
Washington, DC 20020
(202) 767-7923

Florida
Mr. Wayne Ball
Chief
Bureau of Weights
and Measures
Department of Agriculture and
Consumer Services
3125 Conner Boulevard
Lab Complex
Tallahassee, FL 32399
(904) 488-9140

Georgia
Mr. Martin Coile
Director
Division of Weights
and Measures
Georgia Department of
Agriculture
Atlanta Farmers Market
Forest Park, GA 30050
(404) 363-7611

Hawaii
Mr. George E. Mattimoe
Administrator
Measurement
Department of Agriculture
725 Ilalo Street
Honolulu, HI 96813
(808) 548-7152

Idaho
Mr. Dale Hurd
Chief
Bureau of Weights
and Measures
Department of Agriculture
2216 Kellogg Lane
Boise, ID 83702
(208) 334-2345

Illinois
Mr. Sidney A. Colbrook
Manager
Weights and
Measures Program
Department of Agriculture
801 East Fangamon Avenue
Springfield, IL 62706
(217) 782-3817

Indiana
Mr. Robert W. Walker
Director
Weights and Measures
State Board of Health
1330 West Michigan Street
Indianapolis, IN 46206
(317) 633-0350

Iowa
Mr. James O'Connor
Supervisor
Weights and Measures Division
Department of Agriculture and
Land Stewardship
Henry Wallace Building
Des Moines, IA 50319
(515) 281-5716

Kansas
Mr. Archie Hurst
Acting State Sealer
Weights and Measures Division
Kansas State Board of
Agriculture
2016 South West 37th Street
Topeka, KS 66611
(913) 267-4641

Kentucky
Charles L. Prebble
Director
Division of Weights
and Measures
Department of Agriculture
106 West Second Street
Frankfort, KY 40601
(502) 564-4870

Louisiana
Mr. Ronald Harrell
Director
Louisiana Weights
and Measures
Department of Agriculture
P.O. Box 44456, Capitol Station
Baton Rouge, LA 70804
(504) 925-3780

Maine
Mr. Clayton F. Davis
Director
Agriculture Inspections Division
State Office Building
Station 28
Augusta, ME 04333
(207) 289-3841

Maryland
Mr. Richard L. Thompson
Chief
Weights and Measures Section
Department of Agriculture
50 Harry S. Truman Parkway
Annapolis, MD 21401
(301) 841-5790

Massachusetts
Mr. Charles H. Carroll
Assistant Director of Standards
Massachusetts Division
of Standards
One Ashburton Place
McCormick Building
Boston, MA 02108
(617) 727-3480

Michigan
Mr. Edward Heffron
Chief
Food Division
Department of Agriculture
Ottawa Building North
4th Floor
P.O. Box 30017
Lansing, MI 48909
(517) 373-1060

Minnesota
Mr. Edward Skluzacek
Director
Division of Weights
and Measures
Department of Public Service
2277 Highway 36
St. Paul, MN 55113
(612) 341-7200

Mississippi
Mr. William P. Eldridge
Director
Weights and Measures Division
Mississippi Department
of Agriculture
1601 Walter Sillers Building
P.O. Box 1609
Jackson, MS 39215
(601) 359-3670

Missouri
Mr. Lester Barrows
Director
Weights and Measures Division
Department of Agriculture
P.O. Box 630
Jefferson City, MO 65102
(314) 751-4278

Montana
Mr. Steven H. Meloy
Bureau Chief
Bureau of Weights
and Measures
Department of Commerce
1424 9th Avenue
Helena, MT 59620
(406) 444-3164

Nebraska
Mr. Steven A. Malone
Director
Division of Weights
and Measures
Department of Agriculture
301 Centennial Mall South
4th Floor
P.O. Box 94757
Lincoln, NE 68509
(402) 471-4292

Nevada
Mr. Knute D. Pennington
Supervisor
Weights and Measures
Department of Agriculture
P.O. Box 11100
Reno, NV 89510
(702) 789-0166

New Hampshire
Mr. Roy Howard
Director
Bureau of Weights
and Measures
Department of Agriculture
Call Box 2042
Concord Center
10 Ferry Street
Concord, NH 03301
(603) 271-3700

New Jersey
Mr. Thomas W. Kelly
State Superintendent
State Office of Weights
and Measures
187 West Hanover Street
Trenton, NJ 08625
(609) 292-4615

New Mexico
Mr. Fred A. Gerk
Director
Division of Standards and
Consumer Services
Department of Agriculture
P.O. Box 3170
Las Cruces, NM 88003
(505) 646-1616

New York
Mr. John J. Bartfai
Director
Bureau of Weights
and Measures
Department of Agriculture
Building 7-A
1220 Washington Avenue
Albany, NY 12235
(518) 457-3452

North Carolina
Mr. N. David Smith
Director
Consumer Standards Division
Department of Agriculture
P.O. Box 26056
Raleigh, NC 27611
(919) 733-3313

North Dakota
Mr. Bruce Niebergall
Director
Department of Weights
and Measures
State Capitol
Bismarck, ND 58505
(701) 224-2400

Ohio
Mr. Bruce Litzenberg
Chief
Division of Weights
and Measures
Department of Agriculture
8995 East Main Street
Reynoldsburg, OH 43068
(614) 866-6361

Oklahoma
Mr. O. Ray Elliott
Director
Marketing Industry Division
Oklahoma Department
of Agriculture
2800 North Lincoln Boulevard
Oklahoma City, OK 73105
(405) 521-3864, ext. 301

Oregon
Mr. Kendrick J. Simila
Administrator
Weights and Measures Division
Department of Agriculture
635 Capitol Street, N. E.
Salem, OR 97310
(503) 378-3792

Pennsylvania
Mr. Fred A. Thomas
Director
Bureau of Weights
and Measures
Department of Agriculture
2301 North Cameron Street
Harrisburg, PA 17110
(717) 787-6772

Puerto Rico
Ms. Ibone Kwilan
Assistant Secretary
Bureau of Enforcement
Department of
Consumer Affairs
P.O. Box 41059
Minillas Station
Santruce, PR 00940
(809) 726-7585

Rhode Island
Mr. James T. Allen
Chief Administrator
Division of
Professional Regulations
Department of Labor
220 Elmwood Avenue
Providence, RI 02907
(401) 457-1860

South Carolina
Mr. Caro P. Fullmer
Acting Director
Consumer Services Division
Department of Agriculture
P.O. Box 11280
Columbia, SC 29211
(803) 737-2080

South Dakota
Mr. James Melgaad
Director
Division of Fire Safety
and Regulation
118 West Capitol
Pierre, SD 57501
(605) 773-3697

Tennessee
Mr. Joe R. Gaines
Director
Weights and Measures
Department of Agriculture
P.O. Box 40627
Melrose Station
Nashville, TN 37204
(615) 360-0160

Texas
Mr. Ed Price
Supervisor
Texas Weights and Measures
Department of Agriculture
P.O. Box 12847
Austin, TX 78711
(512) 463-7610

Utah
Mr. Robert Smoot
Acting Director
Division of Weights
and Measures
State Department of Agriculture
350 North Redwood Road
Salt Lake City, UT 84116
(801) 533-5459

Vermont
Mr. Trafford F. Brink
Director
Division of Weights and
Measures and Retail
Inspection
Department of Agriculture
116 State Street
Montpelier, VT 05602
(802) 828-2436

Virgin Islands
Mr. Louis Penn
Acting Director
Consumer Services Division
Golden Rock Shopping Center
Christiansted
St. Croix, VI 00820
(809) 774-3130

Virginia
Mr. James F. Lyles
Chief
Weights and Measures
Department of Agriculture and
Consumer Services
P.O. Box 1163
Richmond, VA 23209
(804) 786-2476

Washington
Mr. Stuart Delaney
Chief
Section of Weights
and Measures
Department of Agriculture
406 General Administration
Building
Olympia, WA 98504
(206) 753-5042

West Virginia
Mr. James P. Rardin
Director
Division of Weights
and Measures
Department of Labor
570 West MacCorkle Avenue
St. Albans, WV 25177
(304) 727-5781

Wisconsin
Ms. Jane Jansen
Acting Supervisor
Bureau of Weights
and Measures
Wisconsin Department of
Agriculture Trade and
Consumer Protection
801 West Badger Road
P.O. Box 8911
Madison, WI 53708
(608) 266-7241

Wyoming
Mr. William W. Hovey
Manager
Consumer/Compliance Division
Department of Agriculture
2219 Carey Avenue
Cheyenne, WY 82002
(307) 777-6591

Military Commissary and Exchange Contacts

Patrons of military commissary and exchange facilities in need of assistance should first contact the facility manager where the purchase was made. If the problem cannot be resolved at this level, regional headquarters should be contacted. The last level of assistance is the U.S. Headquarters for commissaries or exchanges. Listed below are addresses of military commissary and exchange services.

Air Force Commissary Service

Regional Headquarters
HQ AFCOMS
Southeast Region
Det 11 AFCOMS/FC
Charleston AFB, SC 29404
(803) 554-3184

HQ AFCOMS
South Central Region
Det 5 AFCOMS/FC
Lackland AFB, TX 78236
(512) 671-2981

HQ AFCOMS
Northeast Region
Det 12 AFCOMS/FC
Langley AFB, VA 23555
(804) 766-1371

HQ AFCOMS
Southwest Region
Det 17 AFCOMS/FC
Luke AFB, AZ 85309
(602) 848-8900

HQ AFCOMS
Delta-Gulf Region
Det 8 AFCOMS/FC
Maxwell AFB, AL 36112
(205) 293-6209

HQ AFCOMS
Northwest Region
Det 14 AFCOMS/FC
McChord AFB, WA 98438
(206) 984-3941

HQ AFCOMS
California Region
Det 16 AFCOMS/FC
Norton AFB, CA 92409
(714) 382-4671

HQ AFCOMS
North Central Region
Det 20 AFCOMS/FC
Offutt AFB, NE 68113
(402) 294-4815

U.S. Headquarters
HQ AFCOMS
Directorate of Operations
Kelly AFB, TX 78241
(512) 925-7344

Army Commissary Service

Regional Headquarters
Director, USATSA
Southeast Commissary Region
Attn: DALO-TAL-Z
Fort Lee, VA 23801
(804) 734-4666

Commander, USATSA
Western Commissary Region
Attn: DALO-TAW-Z
Fort Lewis, WA 98433
(206) 967-3364

Director, USATSA
Northeast Commissary Region
Attn: DALO-TAN-Z
Fort Meade, MD 20755
(301) 677-4932

Director, USATSA
Midwest Commissary Region
Attn: DALO-TAM-Z
Fort Sam Houston, TX 78234
(512) 221-5684

U.S. Headquarters
U.S. Army Troop
Support Agency
Directorate of Commissary
Operations
Fort Lee, VA 23801
(804) 737-3600

Marine Corps Commissary Service

Headquarters
U.S. Marine Corps
Directorate
Facilities and Services
Commissary Operations
Washington, DC 20380
(written inquiries only)

Navy Commissary Service

Regional Headquarters
Executive Officer
NAVRESSO
Field Support Office
2801 "C" Street S.W.
Auburn, WA 98001
(206) 931-7665

Executive Officer
NAVRESSO
Field Support Office
Building S26 Davisville
North Kingstown, RI 02852
(401) 294-9541

Executive Officer
NAVRESSO
Field Support Office
Jacksonville Naval Air Station
P.O. Box 42
Jacksonville, FL 32212
(904) 777-7217

Executive Officer
NAVRESSO
Field Support Office
Building 3345
Naval Amphibious Base
Little Creek
Norfolk, VA 23521
(804) 460-3770

Executive Officer
NAVRESSO
Field Support Office
Building 502
Naval Supply Center
Oakland, CA 94625
(415) 452-2283

Executive Officer
NAVRESSO
Field Support Office
Building 27
Pensacola, FL 32508
(904) 452-4243

Executive Officer
NAVRESSO
Field Support Office
P.O. Box 150
San Diego, CA 92136
(619) 696-6091

U.S. Headquarters
Customer Service
Representative
Navy Resale and Services
Support Office
Fort Wadsworth
Staten Island, NY 10305
1 (800) 221-6155 (toll free)

Army and Air Force Exchange Service

Regional Headquarters
Capitol Exchange Region
Building 6
Cameron Station
Alexandria, VA 22304
(202) 274-7001

Ohio Valley Exchange Region
Indiana Army Ammunition Plant
Building 2501
Charlestown, IN 47111
(812) 283-1801

Southeast Exchange Region
1280 Kershaw Street
Montgomery, AL 36196
(205) 264-7301

Alamo Exchange Region
5315 Summit Parkway
San Antonio, TX 78228
(512) 647-2801

Golden Gate Exchange Region
P.O. Box 3533
San Francisco, CA 94119
(415) 556-3400

U.S. Headquarters
Army and Air Force Exchange
Service Headquarters
Customer Relations (PA-R)
P.O. Box 660202
Dallas, TX 75266
(214) 780-2011

Marine Corps Exchange Service

Marine Corps Exchange
Marine Corps Logistics Support
Base, Atlantic
Albany, GA 31704
(912) 435-1471

Marine Corps Exchange
Headquarters Battalion, HQMC
Henderson Hall
Arlington, VA 22214
(703) 979-8420

Marine Corps Exchange
Marine Corps Logistics Base
Barstow, CA 92311
(619) 256-0212

Marine Corps Exchange
Marine Corps Base
Camp Lejeune, NC 28542
(919) 451-2481

Marine Corps Exchange
Marine Corps Base
Camp Pendleton, CA 92055
(619) 725-6233

Marine Corps Exchange
Marine Corps Air Station
Cherry Point, NC 28533
(919) 447-7041

Marine Corps Exchange
Camp Elmore
U.S. Marine Corps
Norfolk, VA 23511
(804) 423-1187

Marine Corps Exchange
Marine Corps Air Station
Kaneohe Bay, HI 96863
(808) 257-2111

Marine Corps Exchange
Marine Corps Recruit Depot
Parris Island, SC 29905
(803) 525-3301

Marine Corps Exchange
Marine Corps Recruit Depot
San Diego, CA 92140
(619) 297-2500

Marine Corps Exchange
Marine Corps Air Station
El Toro
Santa Ana, CA 92709
(714) 651-6532

Marine Corps Exchange
Marine Corps Air/Ground
Combat Center
Building 1533
Twentynine Palms, CA 92278
(619) 368-6163

Marine Corps Exchange
Marine Corps Development
and Education Command
Quantico, VA 22134
(703) 640-7171

Marine Corps Exchange
Marine Corps Air Station
Yuma, AZ 85364
(602) 726-2363

U.S. Headquarters
Head
Marine Corps Exchange
Service Branch
P.O. Box 1834
Quantico, VA 22134
(703) 640-6156

Navy Exchange Service

Regional Headquarters
Executive Officer
NAVRESSO
Field Support Office
2801 "C" Street, S.W.
Naval Supply Center
Auburn, WA 98001
(201) 931-7665

Executive Officer
NAVRESSO
Field Support Office
P.O. Box 13—Naval Air Station
Jacksonville, FL 32212
(904) 777-7075

Executive Officer
NAVRESSO
Field Support Office
P.O. Box 2050
Mechanicsburg, PA 17055
(717) 790-5863

Executive Officer
NAVRESSO
Field Support Office
P.O. Box 15037
Norfolk, VA 23511
(804) 440-2399

Executive Officer
NAVRESSO
Field Support Office
Davisville
North Kingstown, RI 02852
(401) 295-8882

Executive Officer
NAVRESSO
Field Support Office
Building 310-5E
Naval Supply Center
Oakland, CA 94625
(415) 466-7020

Officer in Charge
Navy Resale Activity
Naval Base
Pearl Harbor, HI 96860
(808) 471-0263

Executive Officer
NAVRESSO
Field Support Office
P.O. Box 150—Naval Station
San Diego, CA 92136
(619) 237-5601

U.S. Headquarters
Customer Service
Representative
Navy Resale and Services
Support Office
Fort Wadsworth
Staten Island, NY 10305
1 (800) 221-6155 (toll free)

Vacation Certificates and Travel Clubs

1. Be wary of "free" vacation offers or travel clubs that sound "too good to be true," demand an immediate decision or include "valuable" coupons for free meals, transportation, accommodations or resort attractions.
2. Until you have written information and are certain you wish to use the offer, *do not* pay any company or give your credit card number.
3. Check with your state or local consumer protection office or Better Business Bureau for a reliability report, including complaints lodged against the company.
4. Before accepting any travel offer, get specific information, in writing, about any additional costs for transportation, hotel, meals, booking fees, single supplement charges for individuals traveling alone, and peak season surcharges. *Before* buying any travel package, check with travel agents or airlines to see if rates are competitive.
5. Get all the details in writing before agreeing to a vacation offer, including cancellation policies. Determine in advance what your options are if the arrangements are not available at your preferred time.
6. Before traveling, confirm all arrangements directly with the airlines, hotels, cruise lines, tour companies, etc.
7. If a deposit is required, ask when and if you get it back. Find out what alternative arrangements can be made if the company can't meet your travel needs and if you get a full refund.
8. To receive a vacation certificate, you may be required to make a purchase or attend a sales presentation. Many certificates have restrictions on age, income, and marital status. Make sure you meet all requirements before you make the trip.
9. Two things to remember if you pay for membership in a travel club by credit card; check your monthly statement for correct charges and be advised that you must write the credit card issuer within 60 days of receiving your statement to receive credit for errors.
10. Complaints related to travel clubs should be sent to the Federal Trade Commission, Division of Marketing Practices, 6th Street and Pennsylvania Avenue, N.W., Washington, DC 20580.

Federal Information Centers

Federal Information Centers (FICs) help consumers find information about Federal services, programs, and regulations. FICs also direct individuals to the correct Federal agency for help with problems.

Alabama
Birmingham (205) 322-8591
Mobile (205) 438-1421

Alaska
Anchorage (907) 271-3650

Arizona
Phoenix (602) 261-3313

Arkansas
Little Rock (501) 378-6177

California
Los Angeles (213) 894-3800
Sacramento (916) 551-2380
San Diego (619) 557-6030
San Francisco (415) 556-6600
Santa Ana (714) 836-2386

Colorado
Colorado Springs
(303) 471-9491
Denver (303) 844-6575
Pueblo (303) 544-9523

Connecticut
Hartford (203) 527-2617
New Haven (203) 624-4720

Florida
Ft. Lauderdale (305) 522-8531
Jacksonville (904) 354-4756
Miami (305) 536-4155
Orlando (305) 422-1800
St. Petersburg (813) 893-3495
Tampa (813) 229-7911
West Palm Beach
(305) 833-7566

Georgia
Atlanta (404) 331-6891

Hawaii
Honolulu (808) 551-1365

Illinois
Chicago (312) 353-4242

Indiana
Gary (219) 883-4110
Indianapolis (317) 269-7373

Iowa
From all points in Iowa
1 (800) 532-1556 (toll free)

Kansas
From all points in Kansas
1 (800) 432-2934 (toll free)

Kentucky
Louisville (502) 582-6261

Louisiana
New Orleans (504) 589-6696

Maryland
Baltimore (301) 962-4980

Massachusetts
Boston (617) 565-8121

Michigan
Detroit (313) 226-7016
Grand Rapids (616) 451-2628

Minnesota
Minneapolis (612) 370-3333

Missouri
St. Louis (314) 425-4106
From elsewhere in Missouri
1 (800) 392-7711 (toll free)

Nebraska
Omaha (402) 221-3353
From elsewhere in Nebraska
1 (800) 642-8383 (toll free)

New Jersey
Newark (201) 645-3600
Trenton (609) 396-4400

New Mexico
Albuquerque (505) 766-3091

New York
Albany (518) 463-4421
Buffalo (716) 846-4010
New York (212) 264-4464
Rochester (716) 546-5075
Syracuse (315) 476-8545

North Carolina
Charlotte (704) 376-3600

Ohio
Akron (216) 375-5638
Cincinnati (513) 684-2801
Cleveland (216) 522-4040
Columbus (614) 221-1014
Dayton (513) 223-7377
Toledo (419) 241-3223

Oklahoma
Oklahoma City (405) 231-4868
Tulsa (918) 584-4193

Oregon
Portland (503) 221-2222

Pennsylvania
Philadelphia (215) 597-7042
Pittsburgh (412) 644-3456

Rhode Island
Providence (401) 331-5565

Tennessee
Chattanooga (615) 265-8231
Memphis (901) 521-3285
Nashville (615) 242-5056

Texas
Austin (512) 472-5494
Dallas (214) 767-8585
Fort Worth (817) 334-3624
Houston (713) 229-2552
San Antonio (512) 224-4471

Utah
Salt Lake City (801) 524-5353

Virginia
Norfolk (804) 441-3101
Richmond (804) 643-4928
Roanoke (703) 982-8591

Washington
Seattle (206) 442-0570
Tacoma (206) 383-5230

Wisconsin
Milwaukee (414) 271-2273

Telephone Solicitations

1. For your protection, don't buy anything over the telephone unless *you* initiate the call, you know who you have reached, *and* you believe the seller is reputable. To check on a company's reputation, call the Better Business Bureau or consumer protection office where the company is located.
2. Be wary of any caller who insists on an immediate purchase decision.
3. Ask for the name, address, and phone number where you can reach the caller after considering the solicitation.
4. Don't be lured into buying otherwise unwanted merchandise by offers of promotional gifts or prizes.
5. Get the offer in writing before you buy. Look to see if there are conditions or restrictions that you were not told about on the phone.
6. Never give your credit card or social security number over the telephone as a verification of your identity. Don't use your credit card number to purchase anything unless you initiated the call or you know exactly with whom you are talking.
7. New postal regulations allow you to write a check payable to the sender, rather than the delivery company, for cash on delivery (C.O.D.) orders. If, after examining the merchandise, you feel there has been misrepresentation or fraud, you can stop payment on the check and file a complaint with the Postal Inspector's Office.
8. Credit card regulations allow you to have a charge removed from your bill if you did not receive the goods or services or if your order was obtained through misrepresentation or fraud. You must notify the credit card company in writing, at the billing inquiries/disputes address, within 60 days after the charge first appeared on your bill.

Selected Federal Agencies

The Federal agencies listed in this section have jurisdiction over major areas of consumer complaints and inquiries.

Some of these agencies work primarily through regional, district or local offices. If you are unsure about which Federal agency to contact, look in the Index for a topic listing describing your problem or concern. If the reference is not in the Index, call your nearest Federal Information Center (FIC), listed on page 75.

Commission on Civil Rights

Look in your telephone directory under "U.S. Government, Civil Rights Commission." If it does not appear, call the FIC nearest you (see page 75), or contact:

Commission on Civil Rights
1121 Vermont Avenue, N.W.
Washington, DC 20425
(202) 376-8177
(202) 376-8376
(complaint referral)
(202) 376-8105
(information and publications)

Commodity Futures Trading Commission

2033 K Street, N.W.
Washington, DC 20581
(202) 254-3067
(complaints only)
(202) 254-8630
(information)

Consumer Information Center

Pueblo, CO 81009

Consumer Product Safety Commission

To report a hazardous product or a product-related injury, or to inquire about product recalls, call or write:

Product Safety Hotline
Consumer Product
Safety Commission
Washington, DC 20207
1 (800) 638-CPSC
(toll free)
1 (800) 638-8270
(toll free TDD)
1 (800) 492-8104
(toll free TDD in Maryland)

Department of Agriculture

Agricultural Marketing Service
Department of Agriculture
Washington, DC 20250
(202) 447-8998

Animal Care Staff
Veterinary Services, APHIS
Department of Agriculture
Federal Building, Room 700
6505 Belcrest Road
Hyattsville, MD 20782
(301) 436-7799

Cooperative Extension Service
Consult county or city government listings in your local telephone directory for the number of your local Cooperative Extension Service office.

Farmers Home Administration
Department of Agriculture
Washington, DC 20250
(202) 447-4323

Food and Nutrition Service
Department of Agriculture
3101 Park Center Drive
Alexandria, VA 22302
(703) 756-3276

Human Nutrition Information Service
Department of Agriculture
Federal Building
Rooms 360 and 364
6505 Belcrest Road
Hyattsville, MD 20782
(301) 436-8617, 7725

Inspector General's Hotline
Office of the Inspector General
Department of Agriculture
P.O. Box 23399
Washington, DC 20026
(202) 472-1388
1 (800) 424-9121 (toll free)

Meat and Poultry Hotline
Food Safety and Inspection Service
Department of Agriculture
Washington, DC 20250
(202) 447-3333
(voice/TDD)
1 (800) 535-4555
(toll free TDD)

Office of the Consumer Advisor
Department of Agriculture
Washington, DC 20250
(202) 382-9681

Office of Information
Visitor Information Center
Department of Agriculture
Washington, DC 20250
(202) 447-2791

Department of Commerce

Bureau of the Census
Customer Services
Data User Services Division
Department of Commerce
Washington, DC 20233
(301) 763-4100

Office of Consumer Affairs
Department of Commerce
Room 5725
Washington, DC 20230
(202) 377-5001

National Bureau of Standards
Office of Weights
and Measures
Department of Commerce
Washington, DC 20234
(301) 975-4004

National Marine Fisheries Service
Office of Utilization Research
Department of Commerce
Washington, DC 20235
(202) 673-5374
(inspection and safety)
(202) 673-5362
(nutrition information)

Constituent Affairs
National Weather Service
Department of Commerce
Washington, DC 20901
(301) 427-7258

Office of Metric Programs
Department of Commerce
Room H4082
Washington, DC 20230
(202) 377-0944

Patent and Trademark Office
Department of Commerce
Washington, DC 20231
(703) 557-3341

Department of Education

Clearinghouse on the Handicapped
Department of Education
Mail Stop 2319
Washington, DC 20202
(202) 732-1250

Consumer Affairs Staff
Department of Education
Washington, DC 20202
(202) 732-3679

Federal Student Financial Aid Program
Department of Education
Department CY 86
Pueblo, CO 81009
(301) 984-4070

National Clearinghouse on Bilingual Education Hotline
Department of Education
11501 Georgia Avenue
Wheaton, MD 20902
(301) 933-9448
1 (800) 647-0123 (toll free)

Office of Public Affairs
Department of Education
Washington, DC 20202
(202) 732-4576

Department of Energy

For tailored information on conservation and renewable energy:

National Appropriate Technology Assistance Service
Department of Energy
P.O. Box 2525
Butte, MT 59702
1 (800) 428-1718
(toll free in Montana)
1 (800) 428-2525
(toll free outside Montana)

Conservation and Renewable Energy Inquiry and Referral Service
Department of Energy
1 (800) 462-4983
(toll free in Pennsylvania)
1 (800) 523-2929
(toll free outside Pennsylvania)
1 (800) 233-3071
(toll free in Alaska and Hawaii)
(telephone inquiries only)

Office of Scientific and Technical Information
Department of Energy
P.O. Box 62
Oak Ridge, TN 37831
(written inquiries only)

Division of Consumer Affairs
Department of Energy
Washington, DC 20585
(202) 586-5373

Office of Conservation and Renewable Energy
Weatherization Assistance Inquiries:
Department of Energy
Washington, DC 20585
(202) 586-2204

Department of Health and Human Services

AIDS Hotline
Acquired Immune
Deficiency Syndrome
1 (800) 342-AIDS (toll free)

Cancer Hotline
1 (800) 4-CANCER
(toll free in continental U.S.)
1 (800) 638-6070
(toll free in Alaska)
1 (808) 524-1234 (Hawaii)

Food and Drug Administration
Look in your telephone directory under "U.S. Government, Health and Human Services Department, Food and Drug Administration." If it does not appear, call the FIC nearest you (see page 75). or contact:
Consumer Affairs and Information Staff
Food and Drug Administration
(HFC-110)
Department of Health
and Human Services
5600 Fishers Lane
Room 13-86
Rockville, MD 20857
(301) 443-4166

Health Care Financing Administration
Department of Health
and Human Services
6325 Security Boulevard
Baltimore, MD 21207
(301) 594-9086

Health Standards and Quality Bureau
Health Care Financing
Administration
Department of Health
and Human Services
6325 Security Boulevard
Baltimore, MD 21207
(301) 594-7940

Hill-Burton Free Hospital Care Hotline
1 (800) 492-0359
(toll free in Maryland)
1 (800) 638-0742
(toll free outside Maryland)

Inspector General's Hotline
1 (800) 638-3986
(toll free in Maryland)
1 (800) 368-5779
(toll free outside Maryland)

National Center on Child Abuse and Neglect
Department of Health
and Human Services
P.O. Box 1182
Washington, DC 20013
(202) 245-2856

National Health Information Center
Department of Health
and Human Services
P.O. Box 1133
Washington, DC 20013
(202) 429-9091
1 (800) 336-4797 (toll free)

National Runaway Switchboard
1 (800) 621-4000 (toll free)

Office of Child Support Enforcement
Department of Health
and Human Services
Washington, DC 20201
(202) 245-1903

Office for Civil Rights
Department of Health
and Human Services
Washington, DC 20201
(202) 245-6671
(202) 472-2916 (TDD)

Office of Prepaid Health Care
Department of Health
and Human Services
Washington, DC 20201
(202) 245-8036

President's Council on Physical Fitness and Sports
Department of Health
and Human Services
450 5th Street, N.W.
Washington, DC 20001
(202) 272-3430

Second Surgical Opinion Program
Department of Health
and Human Services
Washington, DC 20201
1 (800) 492-6603
(toll free in Maryland)
1 (800) 638-6833
(toll free outside Maryland)

Social Security Administration
Look in your telephone directory under "U.S. Government, Health and Human Services Department, Social Security Administration."

Department of Housing and Urban Development

Interstate Land Sales Registration Division
Department of Housing
and Urban Development
Room 6278
Washington, DC 20410
(202) 755-0502

Manufactured Housing and Construction Standards Division
Department of Housing
and Urban Development
Room 9156
Washington, DC 20410
(202) 755-6920

Office of Fair Housing and Equal Opportunity
Department of Housing
and Urban Development
Room 5100
Washington, DC 20410
(202) 755-7252
1 (800) 424-8590 (toll free)

Office of Single Family Housing
Department of Housing
and Urban Development
Room 9266
Washington, DC 20410
(202) 755-3046

Office of Urban Rehabilitation
Department of Housing
and Urban Development
Room 7168
Washington, DC 20410
(202) 755-5685

Title I Insurance Division
Department of Housing
and Urban Development
Room 9160
Washington, DC 20410
(202) 755-6680

Department of the Interior

Bureau of Indian Affairs
Department of the Interior
Washington, DC 20240
(202) 343-5116

Bureau of Land Management
Department of the Interior
Washington, DC 20240
(202) 343-4820

Consumer Affairs Administrator
Office of the Secretary
Department of the Interior
Washington, DC 20240
(202) 343-5521

National Park Service
Department of the Interior
Washington, DC 20240
(202) 343-4917

United States Fish and Wildlife Service
Department of the Interior
Washington, DC 20240
(202) 343-5634

United States Geological Survey
Department of the Interior
12201 Sunrise Valley Drive
Reston, VA 22092
(703) 648-4427

Department of Justice

Antitrust Division
Department of Justice
Washington, DC 20530
(202) 633-3543

Civil Rights Division
Look in your telephone directory under "U.S. Government, Justice Department, Civil Rights Division." If it does not appear, call the FIC nearest you (see page 75) or contact:
Civil Rights Division
Department of Justice
Washington, DC 20530
(202) 633-3847

Drug Enforcement Administration
Look in your telephone directory under "U.S. Government, Justice Department, Drug Enforcement Administration." If it does not appear, call the FIC nearest you (see page 75)or contact:
Drug Enforcement Administration
Department of Justice
1405 Eye Street, N.W.
Washington, DC 20537
(202) 633-1000

Federal Bureau of Investigation
Look inside the front cover of your telephone directory for the number of the nearest FBI office. If it does not appear, look under "U.S. Government, Justice Department, Federal Bureau of Investigation." You may also contact:
Federal Bureau of Investigation
Department of Justice
Washington, DC 20535
(202) 324-3000

Immigration and Naturalization Service
Look in your telephone directory under "U.S. Government, Justice Department, Immigration and Naturalization Service." If it does not appear, call the FIC nearest you (see page 75) or contact:
Immigration and Naturalization Service
Department of Justice
4420 North Fairfax Drive
Arlington, VA 22203
(703) 235-4055

Department of Labor

Bureau of Labor-Management Relations and Cooperative Programs
Department of Labor
Washington, DC 20210
(202) 523-6098

Coordinator of Consumer Affairs
Department of Labor
Washington, DC 20210
(202) 523-6060
(general inquiries)

Employment and Training Administration
Look in your telephone directory under "U.S. Government, Labor Department, Employment and Training Administration." If it does not appear, call the FIC nearest you (see page 75) or contact:
Employment and Training Administration
Director, Office of Public Affairs
Department of Labor
Washington, DC 20210
(202) 523-6871

Employment Standards Administration
Office of Information and Consumer Affairs
Department of Labor
Washington, DC 20210
(202) 523-8743

Mine Safety and Health Administration
Office of Information and Public Affairs
Department of Labor
Ballston Towers #3
Arlington, VA 22203
(703) 235-1452

Occupational Safety and Health Administration
Look in your telephone directory under "U.S. Government, Labor Department, Occupational Safety and Health Administration." If it does not appear, call the FIC nearest you (see page 75) or contact:
Occupational Safety and Health Administration
Office of Information and Consumer Affairs
Department of Labor
Washington, DC 20210
(202) 523-8151

Office of the Assistant Secretary for Veterans' Employment and Training
Department of Labor
Washington, DC 20210
(202) 523-9116

Office of Labor-Management Standards
Department of Labor
Washington, DC 20210
(202) 523-7343

Pension and Welfare Benefits Administration
Office of Program Services
Department of Labor
Washington, DC 20210
(202) 523-8921

Department of State

Overseas Citizen Services
Department of State
Washington, DC 20520
(202) 647-3666
(non-emergencies)
(202) 647-5225
(emergencies)

Passport Services
Department of State
1425 K Street, N.W.
Washington, DC 20524
(202) 523-1355

Visa Services
Department of State
Washington, DC 20520
(202) 663-1972

Department of Transportation

Air Safety:
Federal Aviation Administration
Community and Consumer Liaison Division, FAA
(APA-200)
Department of Transportation
Washington, DC 20591
(202) 267-3479, 8592
1 (800) FAA-SURE
(toll free except in District of Columbia)

Airline Passenger Complaints:
Office of Intergovernmental and Consumer Affairs (I-25)
Department of Transportation
Washington, DC 20590
(202) 366-2220
(202) 366-2850 (TDD)

Auto Safety Hotline:
National Highway Traffic Safety Administration (NEF-10)
Department of Transportation
Washington, DC 20590
(202) 366-0123
(202) 755-8919 (TDD)
1 (800) 424-9393 (toll free)
1 (800) 424-9153
(toll free TDD)

Boating Safety Classes:
United States Coast Guard Office of Boating, Public, and Consumer Affairs (G-BC)
Department of Transportation
Washington, DC 20593
(202) 267-0972

Boating Safety Hotline
United States Coast Guard
Department of Transportation
Washington, DC 20593
(202) 267-0780
1 (800) 368-5647 (toll free)

Oil and Chemcial Spills:
National Response Center
United States Coast Guard
Headquarters, G-TGC-2
Department of Transportation
Washington, DC 20593
(202) 267-2675
1 (800) 424-8802 (toll free)

Railway Safety:
Federal Railroad Administration
Office of Safety (RRS-20)
Department of Transportation
Washington, DC 20590
(202) 366-0522

Department of the Treasury

Bureau of Alcohol, Tobacco and Firearms
Look in your telephone directory under "U.S. Government, Treasury Department, Bureau of Alcohol, Tobacco and Firearms." If it does not appear, call the FIC nearest you (see page 75) or contact:
Bureau of Alcohol, Tobacco and Firearms
Department of the Treasury
Room 6202A
1200 Pennsylvania Avenue, N.W.
Washington, DC 20226
(202) 535-4703

To report lost or stolen explosives, or to report explosive incidents or bombings, call:
1 (800) 424-9555
(toll free)

Bureau of Engraving and Printing
Program Analysis and External Affairs
Department of the Treasury
Room 533M
14th and C Streets, S.W.
Washington, DC 20228
(202) 447-0193

Bureau of the Public Debt
Consumer Affairs
Office of the Commissioner
Department of the Treasury
E Street Building
Washington, DC 20239
(202) 376-4300

Comptroller of the Currency
The Comptroller of the Currency handles complaints about national banks, i.e., banks that have the word "National" in their names or the initials "N.A." after their names. For assistance, look in your telephone directory under "U.S. Government Treasury Department Comptroller of the Currency." If it does not appear, call the FIC nearest you (see page 75) or contact:
Comptroller of the Currency
Director, Consumer Activities
Department of the Treasury
490 L'Enfant Plaza, S.W.
Washington, DC 20219
(202) 287-4265

Financial Management Service
Office of External Affairs
Department of the Treasury
Washington, DC 20226
(202) 566-2780

Internal Revenue Service
Look in your telephone directory under "U.S. Government Treasury Department Internal Revenue Service." If it does not appear, call the FIC nearest you (see page 75).

United States Customs Service
Department of the Treasury
1301 Constitution Avenue, N.W.
Washington, DC 20229
(202) 566-8157
(202) 287-4097 (TDD)

Counterfeit Goods Hotline
(212) 466-5784
1 (800) USA-FAKE
(toll free in New York, New Jersey, Connecticut, Pennsylvania)

Narcotics/Drug Smuggling Hotline
1 (800) BE-ALERT (toll free)

United States Mint
Consumer Affairs Division
Department of the Treasury
10001 Aerospace Road
Lanham, MD 20706
(301) 436-7400

United States
Savings Bonds Division
Office of Public Affairs
Department of the Treasury
1111 20th Street, N.W.
Room 302
Washington, DC 20036
(202) 634-5389
1 (800) US-BONDS (toll free)
USA-8888 (DC metro area)

Environmental Protection Agency

Asbestos Hotline
1 (800) 334-8571, ext. 6741
(toll free)

Chemical Emergency
Preparedness Program
(CEPP) Hotline
Environmental
Protection Agency
Washington, DC 20460
(202) 479-2449
1 (800) 535-0202
(toll free except in Alaska and
District of Columbia)

Inspector General's
Whistle Blower Hotline
(202) 382-4977
1 (800) 424-4000 (toll free)

National Pesticides
Telecommunications
Network (NPTN)
(806) 743-3091
1 (800) 858-PEST
(toll free outside Texas)

Office of Public Affairs
Environmental
Protection Agency
Washington, DC 20460
(202) 382-4361

Public Information Center
PIC (PM-211B)
Environmental
Protection Agency
Washington, DC 20460
(202) 382-2080
(general information)

Resource Conservation and
Recovery Act (RCRA)
Superfund Hotline
Environmental
Protection Agency
Washington, DC 20460
(202) 382-3000
1 (800) 424-9346 (toll free)

Safe Drinking Water Hotline
(202) 382-5533
1 (800) 426-4791 (toll free)

Toxic Substances Control Act
Assistance Information
Service
Environmental
Protection Agency
Washington, DC 20024
(202) 554-1404

Equal Employment Opportunity Commission

Look in your telephone directory under "U.S. Government, Equal Employment Opportunity Commission." If it does not appear, call the FIC nearest you (see page 75) or contact:

Office of Program Operations
Equal Employment
Opportunity Commission
2401 E Street, N.W.
Washington, DC 20507
(202) 634-6831

Federal Communications Commission

Complaints about telephone systems:
Common Carrier Bureau
Informal Complaints Branch
Federal Communications
Commission
2025 M Street, N.W.
Room 6202
Washington, DC 20554
(202) 632-7553
(202) 632-6999 (TDD)

General information:
Consumer Assistance and
Small Business Office
Federal Communications
Commission
1919 M Street, N.W.
Room 254
Washington, DC 20554
(202) 632-6999 (TDD)

Complaints about radio or television:
Mass Media Bureau
Complaints and Investigations
Federal Communications
Commission
2025 M Street, N.W.
Room 8210
Washington, DC 20554
(202) 632-7048
(202) 632-6999 (TDD)

Federal Deposit Insurance Corporation

FDIC handles complaints about FDIC-insured banks which are not members of the Federal Reserve System. For assistance, look in your telephone directory under "U.S. Government, Federal Deposit Insurance Corporation." If it does not appear, call the FIC nearest you (see page 75) or contact:

Office of Consumer Affairs
Federal Deposit
Insurance Corporation
550 17th Street, N.W. (F130)
Washington, DC 20429
(202) 898-3536
(202) 898-3535 (TDD)
1 (800) 424-5488 (toll free)

Federal Emergency Management Agency

Look in your telephone directory under "U.S. Government, Federal Emergency Management Agency." If it does not appear, call the FIC nearest you (see page 75) or contact:

Emergency Preparedness
and Response
Office of the External
Affairs Directorate
Federal Emergency
Management Agency
Washington, DC 20472
(202) 646-4000

Federal Insurance
Administration
Federal Emergency
Management Agency
Washington, DC 20472
(202) 646-2781
1 (800) 638-6620 (toll free)

Office of Disaster
Assistance Programs
Federal Emergency
Management Agency
Washington, DC 20472
(202) 646-3615

U.S. Fire Administration
Federal Emergency
Management Agency
NETC
16825 South Seton Avenue
Emmitsburg, MD 21727
(301) 447-1080
(202) 646-2449

Federal Home Loan Bank Board

The Federal Home Loan Bank Board handles complaints about Savings and Loan associations. For assistance, look in your telephone directory under "U.S. Government, Federal Home Loan Bank Board." If it does not appear, call the FIC nearest you (see page 75) or contact:

Federal Home Loan
Bank Board
Office of
Community Investment
1700 G Street, N.W.
Washington, DC 20552
(202) 653-2679

Federal Maritime Commission

Office of Informal Inquiries
and Complaints
1100 L Street, N.W.
Washington, DC 20573
(202) 523-5807

Federal Reserve System

The Board of Governors handles consumer complaints about state banks and trust companies which are members of the Federal Reserve System. For assistance, look in your telephone directory under "U.S. Government, Federal Reserve System, Board of Governors," or "Federal Reserve Bank." If neither appears, call the FIC nearest you (see page 75) or contact:

Board of Governors of the
Federal Reserve System
Division of Consumer
and Community Affairs
Washington, DC 20551
(202) 452-3946

Federal Trade Commission

Look in your telephone directory under "U.S. Government, Federal Trade Commission." If it does not appear, call the FIC nearest you (see page 75) or contact:

Correspondence Branch
Federal Trade Commission
Washington, DC 20580
(written complaints only)

Public Reference Branch
Federal Trade Commission
Washington, DC 20580
(202) 326-2222
(publications)

General Services Administration

Surplus Federal property sales

Look in your telephone directory under "U.S. Government, General Services Administration." If it does not appear, call the FIC nearest you (see page 75).

Government Printing Office

Government publications:
Publications Service Section
Government Printing Office
Washington, DC 20402
(202) 275-3050

Subscriptions to Government Periodicals:
Subscription Research
Section
Government Printing Office
Washington, DC 20402
(202) 275-3054

Interstate Commerce Commission
Office of Compliance
and Consumer Assistance
Washington, DC 20423
(202) 275-7148

National Archives and Records Administration

Central Reference Branch
National Archives and
Records Administration
Washington, DC 20408
(202) 523-3220
(202) 523-0774 (TDD)

Federal Register
National Archives and
Records Administration
Washington, DC 20408
(202) 523-5240
(202) 523-5229 (TDD)

Publications Services
National Archives and
Records Administration
Washington, DC 20408
(202) 523-3181
(202) 523-0774 (TDD)

National Credit Union Administration
Look in your telephone directory under "U.S. Government, National Credit Union Administration." If it does not appear call the FIC nearest you (see page 75) or contact:
National Credit
Union Administration
1776 G Street, N.W.
Washington, DC 20456
(202) 357-1000

National Labor Relations Board
Office of the
Executive Secretary
1717 Pennsylvania Ave., N.W.
Room 701
Washington, DC 20570
(202) 254-9430

Nuclear Regulatory Commission
Office of Governmental
and Public Affairs
Washington, DC 20555
(301) 492-7715

Pension Benefit Guaranty Corporation
2020 K Street, N.W.
Washington, DC 20006
(202) 778-8800
(202) 778-8859 (TDD)

Postal Rate Commission
Office of the
Consumer Advocate
Postal Rate Commission
Washington, DC 20268
(202) 789-6830

President's Committee on Employment of the Handicapped
1111 20th Street, N.W.
Suite 636
Washington, DC 20036
(202) 653-5044
(202) 653-5050 (TDD)

Railroad Retirement Board
844 Rush Street
Chicago, IL 60611
(312) 751-4500

Securities and Exchange Commission
Office of Consumer Affairs
and Information Services
450 5th Street, N.W.
Washington, DC 20549
(202) 272-7440
(investor complaints)
(202) 272-7450
(public filings)

Small Business Administration
Office of Consumer Affairs
1441 L Street, N.W.,
Room 503-D
Washington, DC 20416
(202) 653-6170

Tennessee Valley Authority
Citizen Action Office
400 West Summit Hill Drive
Knoxville, TN 37902
(615) 632-4402
1 (800) 362-9250
(toll free in Tennessee)
1 (800) 251-9242
(toll free in Alabama, Arkansas, Georgia, Kentucky, Mississippi, North Carolina, Virginia)

United States Postal Service
If you experience difficulty when ordering merchandise or conducting business transactions through the mail, or suspect that you have been the victim of a mail fraud or misrepresentation scheme, contact your Postmaster or local Postal Inspector. Look in your telephone directory under "U.S. Government, Postal Service U.S." for these local listings. If they do not appear, contact:
Chief Postal Inspector
United States Postal Service
Washington, DC 20260-2100
(202) 268-4267

For consumer convenience, all Post Offices and letter carriers have postage-free Consumer Service Cards available for reporting mail problems and submitting comments and suggestions. If the problem cannot be resolved using the Consumer Service Card or through direct contact with the local Post Office, write or call:
Consumer Advocate
United States Postal Service
Washington, DC 20260-6720
(202) 268-2284

Veterans Administration
For information about VA medical care or benefits contact your nearest VA facility. Look in your telephone directory under "U.S. Government, Veterans Administration" for the VA Regional Office or VA Medical Center serving your area. If it does not appear, call the FIC nearest you (see page 75) or contact:
Department of Medicine
and Surgery
Veterans Administration
Office of Executive
Communications (101B)
Washington, DC 20420
(202) 233-5081

Department of
Memorial Affairs
Veterans Administration
Public and Consumer
Affairs Staff (40H)
Washington, DC 20420
(202) 233-5386

Department of
Veterans Benefits
Veterans Administration
Veterans Assistance
Service (27)
Washington, DC 20420
(202) 233-2567

Office of Public Affairs
Veterans Administration
Consumer Affairs and
Internal Communications
Service (003D)
Washington, DC 20420
(202) 233-2843

Counterfeit Products

1. Counterfeit products include any product bearing an unauthorized representation of a manufacturer's trademark or trade name.
2. Examples of products which have been counterfeited include prescription and over-the-counter drugs, clothing, credit cards, watches, pacemakers, and machine and automobile replacement parts.
4. Because counterfeit products are often of sub-standard quality, there are potential safety risks which may cause personal injury as well as economic loss.
5. Avoiding counterfeit products takes practice. The following are usually associated with counterfeit products:
   - –incorrect, smeared or blurred product packaging
   - –incorrect spelling of brand name
   - –no warranty or guarantee available
   - –"unbelievably" low prices
6. The United States can take criminal action, under the stiff penalties of the 1984 Anti-Counterfeit Law, against counterfeiters and those who distribute these products. If you think you have purchased a counterfeit product, call the U.S. Customs Service Counterfeit Goods Hotline, (212)466-5784, or the Federal Bureau of Investigation, (202)324-3000.

Federal TDD Directory

This section lists Federal offices that are equipped to handle inquiries and complaints from persons with hearing and speech impairments.

Architectural and Transportation Barriers Compliance Board

330 C Street, S.W.
Room 1010
Washington, DC 20202
(202) 245-1801 (voice/TDD)
(202) 245-1591 (voice/TDD)
(202) 472-2700 (voice/TDD)

Central Intelligence Agency

Handicapped Program Office
Washington, DC 20505
(202) 351-2316 (voice/TDD)

Commission on Civil Rights

1121 Vermont Avenue, N.W.
Washington, DC 20425
(202) 376-8117 (voice/TDD)

Department of Agriculture

14th Street and
Independence Avenue, S.W.
Washington, DC 20250

Central Employment and Selective Placement Office
(202) 447-2436 (voice/TDD)

Meat and Poultry Hotline
(202) 447-3333 (voice/TDD)
1 (800) 535-4555
(toll free voice/TDD)

Department of the Army

Civilian Personnel Office
Arlington, VA 22212
(202) 692-6775 (voice/TDD)

Department of Commerce

14th Street and
Constitution Avenue, N.W.
Washington, DC 20230

Bureau of the Census
Population Division
Statistical Information Staff
Suitland and Silver Hill Roads
Federal Building, Room 2030
Suitland, MD 20233
(301) 763-5020 (voice/TDD)

Demographic Surveys Division
Consumer Expenditures
Surveys Programming Branch
(301) 763-4113, 4389 (TDD)

International Trade Administration
Automated Information
Management Division
Quality Control Branch
Herbert C. Hoover Building
Room 1848
Washington, DC 20230
(202) 377-0459 (TDD)

Law Library
14th Street and
Constitution Avenue, N.W.
Room 1894
Washington, DC 20230
(202) 377-5588 (TDD)

National Bureau of Standards
Office of Personnel
Administration Building
Room A123
Gaithersburg, MD 20899
(301) 975-3014 (TDD)

National Weather Service
National Meteorological Center
World Weather Building
Room 307
Suitland, MD 20233
(301) 427-4409 (voice/TDD)
(official business—no forecasts)

Office of the Secretary
Office of Civil Rights
Equal Employment Opportunity
Programs Division
Herbert C. Hoover Building
Room 6012
Washington, DC 20230
(202) 377-5691 (voice/TDD)

Department of Education

330 C Street, S.W.
Washington, DC 20202

Captioning and Media Services
330 C Street, S.W.
Washington, DC 20202
(202) 732-1177 (voice/TDD)
(202) 732-1169 (TDD)

National Institute on Disability and Rehabilitation Research
330 C Street, S.W.
Washington, DC 20202
(202) 732-1198 (TDD)

Office of Civil Rights
330 C Street, S.W.
Washington, DC 20202
(202) 732-1467 (voice/TDD)
(202) 732-1686 (TDD)

Office of Deafness and Communicative Disorders
330 C Street, S.W.
Washington, DC 20202
(202) 732-1398 (voice/TDD)

Rehabilitation Services Administration
330 C Street, S.W.
Washington, DC 20202
(202) 732-1298, 2848 (TDD)

Department of Health and Human Services

Handicapped Employment Program
200 Independence Ave., S.W.
Washington, DC 20201
(202) 475-0071, 0073
(voice/TDD)

Food and Drug Administration
5600 Fishers Lane
Parklawn Building
Rockville, MD 20857
Personnel
(301) 443-1970 (TDD)
Equal Employment
Opportunity Office
(301) 443-1818 (TDD)

National Library of Medicine
NIH 34
8600 Rockville Pike
Rockville, MD 20857
(301) 496-5511 (TDD)

Office of Civil Rights
200 Independence Ave., S.W.
Washington, DC 20201
(202) 472-2916 (TDD)

Social Security Administration
6401 Security Boulevard
Baltimore, MD 21235
1 (800) 392-0812
(toll free TDD in Missouri)
1 (800) 325-0778
(toll free TDD outside Missouri)

Department of Housing and Urban Development

451 Seventh Street, S.W.
Washington, DC 20410

Office of Intergovernmental Relations
(202) 426-6030 (TDD)

Fair Housing and Equal Opportunity Office
(202) 426-0015 (voice/TDD)

Department of the Interior

18th and C Streets, N.W.
Washington, DC 20240

Personnel Office
(202) 343-4817 (TDD)

National Park Service
(202) 343-3679 (TDD)

Special Programs Branch
(202) 426-2364 (TDD)

Department of Justice

10th Street and
Constitution Avenue, N.W.
Washington, DC 20530

Personnel
(202) 272-6098 (TDD)

Civil Rights Division
(202) 786-4463 (TDD)

FBI Tours
(202) 324-3553 (TDD)

FBI Identification Division
(202) 324-2334 (TDD)

Hearing or speech impaired individuals who use a Telecommunications Device for the Deaf (TDD or TTY) may get assistance with calls made to and from a telecommunications device by calling:

TDD/TTY Operator Services
1 (800) 855-1155 (toll free)

If you need assistance and you have TDD equipment, the TDD Operator can help you to make any of the following:

- Credit card calls (with valid telephone calling card)
- Collect calls (paid for by the person you are calling)
- Person-to-person calls (to a specific person)
- Third party calls (calls billed to a number other than the one you are calling to or from)
- Calls from a hotel or motel
- Calls from a pay phone (only credit card, collect or third party calls)

Department of Labor
200 Constitution Avenue, N.W.
Washington, DC 20210

Office of Civil Rights
(202) 523-7090 (voice/TDD)

Department of the Navy

Civilian Personnel Office
Washington, DC 20376
(202) 692-2658 (TDD)

Department of State
2201 C Street, N.W.
Washington, DC 20520

Personnel Office
(202) 647-7256 (TDD)

Department of Transportation

National Highway Traffic Safety Administration
400 7th Street, S.W.
Washington, DC 20590
(202) 366-2613 (voice/TDD)

Department of the Treasury

Telecommunications Center
15th Street and
Pennsylvania Avenue, N.W.
Washington, DC 20220
(202) 566-2673 (TDD)

Bureau of the Public Debt
13th and C Streets, S.W.
Washington, DC 20590
(202) 287-4097 (TDD)

Internal Revenue Service
1111 Constitution Avenue, N.W.
Washington, DC 20224
1 (800) 382-4059
(toll free TDD in Indiana)
1 (800) 428-4732
(toll free TDD outside Indiana)

Environmental Protection Agency
401 M Street, S.W.
Washington, DC 20460
(202) 382-4565 (voice/TDD)

Equal Employment Opportunity Commission
2401 E Street, N.W.
Washington, DC 20507
(202) 634-6565, 7057, (TDD)

Executive Office of the President

The White House
1600 Pennsylvania Ave., N.W.
Washington, DC 20500
(202) 456-6213 (voice/TDD)

Federal Communications Commission
1919 M Street, N.W.
Washington, DC 20554
(202) 632-6999 (voice/TDD)

Federal Deposit Insurance Corporation
1776 F Street, N.W.
Washington, DC 20429
(202) 898-3537 (voice/TDD)
1 (800) 424-5488
(toll free voice/TDD)

Federal Reserve Board
20th and C Streets, N.W.
Washington, DC 20551
(202) 452-3544 (TDD)

Federal Trade Commission
6th and Pennsylvania Ave., N.W.
Washington, DC 20580
(202) 523-3638 (voice/TDD)

Interstate Commerce Commission
Constitution Avenue and
12th Street, N.W.
Washington, DC 20011
(202) 275-1721 (TDD)

Library of Congress
1st Street and
Independence Avenue, S.E.
Washington, DC 20540
(202) 287-6200 (TDD)

Merit Systems Protection Board
1120 Vermont Avenue, N.W.
Washington, DC 20419
(202) 653-8896 (voice/TDD)

National Aeronautics and Space Administration
400 Maryland Avenue, S.W.
Washington, DC 20546

Personnel Office
(202) 426-1436 (TDD)

Greenbelt Personnel Office
(301) 286-7918 (voice/TDD)

National Archives and Records Service
8th and Pennsylvania Ave., N.W.
Washington, DC 20408
(202) 523-0774 (TDD)

National Council on the Handicapped
800 Independence Ave., S.W.
Suite 814
Washington, DC 20591
(202) 267-3232 (TDD)

Nuclear Regulatory Commission
Washington, DC 20555
(202) 492-4626 (voice/TDD)

Office of Personnel Management
1900 E Street, N.W.
Washington, DC 20415

Personnel
(202) 632-9513 (voice/TDD)

Equal Employment Opportunity Division
(202) 632-6272 (voice/TDD)

Job Information Center
(202) 653-9260 (voice/TDD)

President's Committee on Employment of the Handicapped
1111 20th Street, N.W.
Washington, DC 20036
(202) 653-5050 (TDD)

Securities and Exchange Commission
450 Fifth Street, N.W.
Washington, DC 20549
(202) 272-2552 (voice/TDD)

Small Business Administration
1725 Eye Street, N.W.
Washington, DC 20416
(202) 653-7562 (voice/TDD)

Smithsonian Institution

Special Education Program
Washington, DC 20560
(202) 357-1696 (TDD)

Tennessee Valley Authority
400 West Summit Hill Drive
Knoxville, TN 37902
1 (800) 362-9250
(toll free TDD in Tennessee)
1 (800) 251-9342
(toll free TDD outside Tennessee)

United States House of Representatives
Washington, DC 20215
(202) 225-1904 (TDD)

United States Information Agency
301 4th Street, S.W.
Washington, DC 20547
(202) 485-7157 (voice/TDD)

United States Postal Service
475 L'Enfant Plaza West, S.W.
Washington, DC 20260
(202) 268-2310 (TDD)

United States Senate
Washington, DC 20510
(202) 224-4049, 4075 (TDD)

Veterans Administration
810 Vermont Avenue, N.W.
Washington, DC 20420
Personnel Office
(202) 233-3319 (voice/TDD)

Architectural and Transportation Barriers Compliance Board
(202) 233-3248 (voice/TDD)

Books for Blind and Physically Handicapped Persons

The Library of Congress has a free reading program for blind and physically handicapped individuals. Books, magazines, and other publications are available in Braille and/or audio recordings to persons who cannot hold a book or see to read regular print.

Special playback equipment is available on loan from the Library of Congress. Cassettes and records can be ordered from about 160 cooperating libraries. Anyone who is medically certified as unable to hold a book, who is unable to or read ordinary print because of a visual handicap, may borrow and return these materials, postage-free. For more information, send name and address to:

National Library Service for the
Blind and Physically Handicapped
The Library of Congress
Washington, DC 20542

Recordings for the Blind (RFB) is a national, non-profit service organization that provides free cassettes of educational textbooks to persons with medically certified sight impairments. The RFB also offers a collection of cassettes featuring consumer publications provided by the Federal government. For more information and an application, contact:

Student Services—CI
Recording for the Blind, Inc.
20 Roszel Road
Princeton, NJ 08540
(609) 452-0606
1 (800) 221-4792 (toll free outside New Jersey)

Index

This alphabetical index will help you find the right organization to contact about your complaint. First look for the specific topic—such as Automobiles. Under this topic heading will be one or more contacts followed by the **Handbook** page number(s), where you will find an address and/or telephone number for each contact. Sometimes you will be directed to **SEE** another entry for a list of contacts. **SEE ALSO** references direct you to other topics that may be related to your problem and help you locate the right contact. This index also lists all sections in the **Handbook.**

- Advertising (fraudulent and deceptive practices).
  - National Advertising Division, Council of Better Business Bureaus **43**
  - Federal Trade Commission **79**
  - State and Local Consumer Protection Offices **45**
- Aging. **SEE ALSO** Health; Housing; Medicaid; Medicare; Medigap
  - American Health Care Association **42**
  - Federal TDD Directory **81**
  - Social Security Administration **77**
  - State Agencies on Aging **59**
- Agricultural information. **SEE** Farm programs
- Agricultural Marketing Service **76**
- Agriculture, Department of **76**
- Aid to Families with Dependent Children (AFDC)-check local telephone directory for public welfare or social services office
- AIDS Hotline **77**
- Air pollution
  - Environmental Protection Agency **79**
- Aircraft (air freight, traffic control, low-flying, noise standards, safety)
  - Federal Aviation Administration **78**
- Airlines
  - Department of Transportation, Office of Intergovernmental and Consumer Affairs **78**
  - Eubie Smart Tip **44**
  - International Airline Passengors Association **43**
- Alcoholic beverages
  - abuse
    - National Health Information Center **77**
  - labeling and ingredients
    - Bureau of Alcohol, Tobacco and Firearms **78**
- Aliens
  - Immigration and Naturalization Service **77**
- Amateur radio (licenses and information)
  - Federal Communications Commission **79**
- Ambulances
  - American Ambulance Association **42**
  - State and Local Consumer Protection Offices **45**
- American Indians
  - Bureau of Indian Affairs **77**
- Animal care and veterinary services
  - Animal Care Staff **76**
  - humane societies-check local telephone directory
  - quarantine
    - Animal Care Staff **76**
    - State and Local Consumer Protection Offices **45**
  - veterinary drugs
    - Food and Drug Administration **77**
- Antitrust
  - Department of Justice, Antitrust Division **77**
  - Federal Trade Commission **79**
- Apartments. **SEE ALSO** Housing
  - State and Local Consumer Protection Offices **45**
- Appliances
  - dispute resolution
    - Major Appliance Consumer Action Panel (MACAP) **43**
  - energy efficiency labeling
    - Federal Trade Commission **79**
  - safety
    - Product Safety Hotline **76**
- Arbitration. **SEE ALSO** specific industries and products
  - American Arbitration Association **42**
  - State and Local Consumer Protection Offices **45**
  - Trade Associations and Third-Party Dispute Resolution Programs **42**
- Asbestos Hotline **79**
- Associations (professional and trade)
  - Trade Associations and Third-Party Dispute Resolution Programs **42**
- Auto Safety Hotline **78**
- Automobile Manufacturers **31**
- Automobiles
  - advertising
    - Federal Trade Commission **79**
    - State and Local Consumer Protection Offices **45**
  - dispute resolution
    - American Automobile Association **42**
    - Automobile Manufacturers **31**
    - Automotive Consumer Action Program (AUTOCAP) **42**
    - BBB AUTO LINE **42**
    - Chrysler Customer Arbitration Board **43**
    - Ford Consumer Appeals Board **43**
    - State and Local Consumer Protection Offices **45**
  - emission standards
    - Environmental Protection Agency, Public Information Center **79**
  - fuel economy standards
    - National Highway Traffic Safety Administration **78**
  - fuel economy testing and labeling
    - Environmental Protection Agency, Public Information Center **79**
  - imported auto standards
    - National Highway Traffic Safety Administration **78**
    - U.S. Customs Service **78**
  - information stickers on new cars
    - Federal Trade Commission **79**
  - insurance
    - Insurance Information Institute **43**
    - State and Local Consumer Protection Offices **45**
    - State Insurance Regulators **63**

Automobiles—Continued
  - lemon laws
    - State and Local Consumer Protection Offices **45**
  - odometer tampering and fraud
    - Auto Safety Hotline **78**
    - State and Local Consumer Protection Offices **45**
  - pedestrian safety
    - National Highway Traffic Safety Administration **78**
  - recalls
    - National Highway Traffic Safety Administration **78**
  - repairs
    - American Automobile Association (for AAA certified repair shops) **42**
    - BBB AUTO LINE **42**
    - Eubie Smart Tip **38**
    - National Tire Dealers and Retreaders Association **44**
    - State and Local Consumer Protection Offices **45**
  - safety
    - Auto Safety Hotline **78**
  - used
    - Eubie Smart Tip **30**
    - Federal Trade Commission **79**
    - State and Local Consumer Protection Offices **45**
- Bankruptcy
  - check local telephone directory for Bankruptcy Court clerk
- Banks. Banks are regulated by one or more of the following. Check the descriptions in the Selected Federal Agencies section to determine which agency(ies) to contact.
  - Comptroller of the Currency **78**
  - Federal Deposit Insurance Corporation **79**
  - Federal Home Loan Bank Board **79**
  - Federal Reserve System **79**
  - State Banking Authorities **61**
- BBB AUTO LINE **42**
- BBB National Consumer Arbitration Program **42**
- Better Business Bureaus **39**
  - **SEE ALSO** BBB Auto Line; Council of Better Business Bureaus
- Bicycle safety
  - Product Safety Hotline **76**
- Bilingual education
  - National Clearinghouse on Bilingual Education Hotline **76**
- Bill collection
  - American Collectors Association **42**
  - Federal Trade Commission **79**
  - State and Local Consumer Protection Offices **45**
- Black lung benefits
  - Mine Safety and Health Administration **78**
- Blind. **SEE ALSO** Disabled/Handicapped
  - books for **82**

- Boating
  - recalls, safety
    - Boating Safety Hotline **78**
    - Office of Boating, Public and Consumer Affairs **78**
- Bonds. **SEE** Investments; Stocks and bonds
- Broadcasting
  - Federal Communications Commission **79**
- Brokers (stocks and bonds)
  - National Association of Securities Dealers, Inc. **44**
  - Securities and Exchange Commission **80**
- Bureau of Alcohol, Tobacco and Firearms **78**
- Bureau of the Census **76**
- Bureau of Engraving and Printing **78**
- Bureau of Indian Affairs **77**
- Bureau of Labor-Management Relations and Cooperative Programs **78**
- Bureau of Land Management **77**
- Bureau of the Public Debt **78**
- Buses (baggage, rates, and service)
  - Interstate Commerce Commission **80**
  - check with your State and Local Consumer Protection Offices for additional contacts
- Cable television. **SEE** Television
- Cameras and photographic equipment
  - Photo Marketing Association **44**
  - State and Local Consumer Protection Offices **45**
- Cancer Hotline **77**
- Cars. **SEE** Automobiles
- Cemeteries
  - complaints
    - Cemetery Consumer Service Council **43**
    - State and Local Consumer Protection Offices **45**
  - veterans
    - Department of Memorial Affairs **80**
- Census data
  - Bureau of the Census **76**
- Central Reference Branch, National Archives and Records Administration **80**
- Charitable organizations (reports on)
  - Council of Better Business Bureaus **39**
- Chemical and oil spills
  - Chemical Emergency Preparedness Program **79**
  - National Response Center **78**
- Chemical Emergency Preparedness Program **79**
- Chief Postal Inspector **80**
- Child abuse and neglect
  - National Center on Child Abuse and Neglect **77**
- Child care. **SEE** Day care
- Child support enforcement
  - Office of Child Support Enforcement **77**
- Citizens abroad
  - Overseas Citizen Services **78**
- Citizenship applications
  - Immigration and Naturalization Service **77**
- Civil rights. **SEE ALSO** Discrimination
  - Commission on Civil Rights **76**
  - Department of Health and Human Services, Office for Civil Rights **77**
  - Department of Justice, Civil Rights Division **77**
- Clearinghouse on the Handicapped **76**
- Clothing
  - American Apparel Manufacturers Association **42**
  - care labeling
    - Federal Trade Commission **79**
  - children's sleepwear (flammability standards)
    - Product Safety Hotline **76**
- Coins
  - U.S. Mint **78**
- Collection agencies
  - American Collectors Association **42**
  - Federal Trade Commission **79**
  - State and Local Consumer Protection Offices **45**
- Commerce, Department of **76**
- Commissaries
  - Military Commissary and Exchange Contacts **73**
- Commission on Civil Rights **76**
- Commodity futures and options
  - Commodity Futures Trading Commission **76**
  - National Futures Association **44**
- Commodity Futures Trading Commission **76**
- Common Carrier Bureau **79**
- Communications
  - Federal Communications Commission **79**
- Comptroller of the Currency **78**
- Computers
  - Electronic Industries Association **43**
  - Federal Trade Commission **79**
- Conservation
  - energy. **SEE** Energy
  - land. **SEE** Interior, Department of the
  - soil. **SEE** Agriculture, Department of
- Conservation and Renewable Energy Inquiry and Referral Service **76**
- Construction (home)
  - Home Owners Warranty Program **43**
  - National Association of Home Builders **43**
  - State and Local Consumer Protection Offices **45**
- Consumer Advocate, U.S. Postal Service **80**
- Consumer Affairs Administrator, Department of the Interior **77**
- Consumer Affairs Staff, Department of Education **76**
- Consumer Assistance and Small Business Office, Federal Communications Commission **79**
- Consumer complaints
  - Corporate Consumer Contacts **7**
  - How to Handle Your Own Complaint **2**
  - Sample Complaint Letter **3**
- Consumer complaints—Continued
  - State and Local Consumer Protection Offices **45**
  - Third-Party Dispute Resolution Programs **42**
- Consumer information
  - Consumer Information Center **76**
  - Federal Information Centers **75**
  - Selected Federal Agencies **76**
  - State and Local Consumer Protection Offices **45**
- Consumer Information Center **76**
- Consumer Product Safety Commission **76**
- Consumer protection offices
  - State, County and City Government Consumer Protection Offices **45**
- Contracts
  - Eubie Smart Tip **60**
  - State and Local Consumer Protection Offices **45**
- Cooperative Extension Service **76**
- Coordinator of Consumer Affairs, Department of Labor **78**
- Corporate Consumer Contacts **7**
- Correspondence schools. **SEE** Home study
- Cosmetics (labeling and safety)
  - Food and Drug Administration **77**
- Council of Better Business Bureaus **39**
  - BBB AUTO LINE **42**
  - BBB National Consumer Arbitration Program **42**
  - National Advertising Division **43**
- Counterfeit products
  - Counterfeit Goods Hotline **79**
  - Eubie Smart Tip **80**
- Courts (small claims) **6**
- Credit
  - billing
    - Federal Trade Commission **79**
  - collection
    - American Collectors Association **42**
    - Federal Trade Commission **79**
    - State and Local Consumer Protection Offices **45**
  - counseling
    - Consumer Credit Counseling Services **6**
    - State and Local Consumer Protection Offices **45**
  - credit cards
    - bank issued. **SEE ALSO** Banks
      - Eubie Smart Tip **62**
    - all other cards
      - Eubie Smart Tip **62**
      - Federal Trade Commission **79**
  - discrimination. **SEE ALSO** Banks
    - Federal Trade Commission **79**
  - harassment
    - Federal Trade Commission **79**
  - repair
    - State and Local Consumer Protection Offices **45**
- Credit unions
  - National Credit Union Administration **80**
- Cruise ships. **SEE ALSO** Tours and tour packages; Travel
  - Eubie Smart Tip **74**
  - Federal Maritime Commission **79**

- Currency
  - Bureau of Engraving and Printing **78**
- Customs
  - U.S. Customs Service **78**
- Dams and waterways
  - Department of the Interior, Consumer Affairs Administrator **77**
- Day care (child and elderly)
  - discrimination
    - Department of Health and Human Services, Office for Civil Rights **77**
  - State and Local Consumer Protection Offices **45**
- Debts. **SEE** Bankruptcy; Credit
- Dentists. **SEE** Health care professionals
- Department of Medicine and Surgery, Veterans Administration **80**
- Department of Memorial Affairs, Veterans Administration **80**
- Department of Veterans Benefits **80**
- Departments of U.S. Government. **SEE ALSO** specific departments (e.g., Agriculture, Department of)
  - Selected Federal Agencies **76**
- Detergent. **SEE** Soap
- Diet programs. **SEE** Weight loss programs
- Direct deposit
  - Financial Management Service **78**
- Direct marketing
  - Direct Marketing Association **43**
  - Eubie Smart Tip **64**
  - Federal Trade Commission **79**
  - State and Local Consumer Protection Offices **45**
  - U.S. Postal Service **80**
- Direct selling (door-to-door sales)
  - Direct Selling Association **43**
  - Federal Trade Commission **79**
  - State and Local Consumer Protection Offices **45**
- Disabled/Handicapped
  - benefits
    - Social Security Administration **77**
  - education
    - Clearinghouse on the Handicapped **76**
    - Federal TDD Directory **81**
  - job training and employment
    - President's Committee on Employment of the Handicapped **80**
    - State Vocational and Rehabilitation Agencies **67**
  - veterans
    - Department of Veterans Benefits **80**
    - State Vocational and Rehabilitation Agencies **67**
- Disasters (natural)
  - Federal Emergency Management Agency **79**
  - National Weather Service **76**
  - U.S. Geological Survey **77**
- Discrimination
  - credit. **SEE ALSO** Banks
    - Federal Trade Commission **79**
  - day care
    - Department of Health and Human Services, Office for Civil Rights **77**
  - employment
    - Equal Employment Opportunity Commission **79**
    - President's Committee on Employment of the Handicapped **80**
  - general
    - Commission on Civil Rights **76**
    - Department of Justice, Civil Rights Division **77**
    - State and Local Consumer Protection Offices **45**
  - health services
    - Department of Health and Human Services, Office for Civil Rights **77**
  - hospitals
    - Department of Health and Human Services, Office for Civil Rights **77**
  - housing
    - Office of Fair Housing and Equal Opportunity **77**
  - lending. **SEE** Banks
  - Medicare/Medicaid
    - Health Care Financing Administration **77**
  - nursing homes
    - Department of Health and Human Services, Office for Civil Rights **77**
  - social service programs
    - Department of Health and Human Services, Office for Civil Rights **77**
  - mortgages
    - Office of Fair Housing and Equal Opportunity **77**
- Dispute resolution by third parties
  - Third-Party Dispute Resolution Programs **42**
- Distilled spirits. **SEE** Alcoholic beverages
- Division of Consumer Affairs, Department of Energy **76**
- Doctors. **SEE** Health care professionals
- Door-to-door sales. **SEE** Direct selling
- Drinking water
  - Safe Drinking Water Hotline **79**
  - State Utility Commissions **65**
- Drug Enforcement Administration **77**
- Drugs
  - illegal
    - Drug Enforcement Administration **77**
  - information, labeling, and safety (prescription and non-prescription)
    - Food and Drug Administration **77**
    - Narcotics/Drug Smuggling Hotline **78**
  - orphan
    - National Health Information Center **77**
  - veterinary
    - Food and Drug Administration **77**
- Dry cleaning
  - State and Local Consumer Protection Offices **45**
- Education
  - bilingual
    - National Clearinghouse on Bilingual Education Hotline **76**
  - federal programs
    - Department of Education, Consumer Affairs Staff **76**
    - Department of Education, Office of Public Affairs **76**
- Education—Continued
  - financial aid (federal)
    - Federal Student Financial Aid Program **76**
  - handicapped children
    - Clearinghouse on the Handicapped **76**
    - State Vocational and Rehabilitation Agencies **67**
  - home study
    - Federal Trade Commission **79**
    - National Home Study Council **44**
    - State and Local Consumer Protection Offices **45**
  - Indian education
    - Bureau of Indian Affairs **77**
  - school lunch programs
    - check local telephone directory for school board or superintendent of schools
  - school lunch program standards
    - Food and Nutrition Service **76**
  - special education programs
    - Clearinghouse on the Handicapped **76**
  - trade and technical schools
    - Federal Trade Commission **79**
    - National Association of Trade & Technical Schools **44**
    - State and Local Consumer Protection Offices **45**
  - veterans
    - Department of Veterans Benefits **80**
- Education, Department of **76**
- Elderly. **SEE** Aging
- Electronic funds transfer. **SEE ALSO** Banks
  - Federal Trade Commission **79**
  - Financial Management Service **78**
- Electronics, consumer
  - Electronic Industries Association **43**
  - Federal Trade Commission **79**
  - State and Local Consumer Protection Offices **45**
- Emergency preparedness. **SEE ALSO** Disasters
  - Federal Emergency Management Agency **79**
- Emergency Preparedness and Response **79**
- Emission control standards. **SEE** Automobiles
- Employment
  - discrimination
    - Equal Employment Opportunity Commission **79**
    - President's Committee on Employment of the Handicapped **80**
  - health benefits
    - Pension and Welfare Benefits Administration **78**
  - labor disputes
    - American Arbitration Association **42**
    - National Labor Relations Board **80**
  - relocation, training, and assistance
    - Employment and Training Administration **78**
    - State Vocational and Rehabilitation Agencies **67**
  - unfair labor practices
    - Employment Standards Administration **78**

- Employment—Continued
  - National Labor Relations Board 80
  - veterans
    - Office of Assistant Secretary for Veterans' Employment and Training 78
  - wage issues (minimum and overtime)
    - Employment Standards Administration 78
  - workers' compensation
    - Employment Standards Administration 78
  - workplace economic changes
    - Employment Standards Administration 78
  - workplace safety
    - Employment Standards Administration 78
    - Occupational Safety and Health Administration 78
  - workplace technological changes
    - Employment Standards Administration 78
- Employment agencies
  - Federal Trade Commission 79
  - National Association of Personnel Consultants 44
  - State and Local Consumer Protection Offices 45
- Employment and Training Administration 78
- Employment Standards Administration 78
- Energy
  - alternative fuels
    - Office of Conservation and Renewable Energy 76
    - check local telephone directory for state energy conservation office
  - conservation
    - Conservation and Renewable Energy Inquiry and Referral Service 76
    - National Appropriate Technology Assistance Service 76
    - Office of Conservation and Renewable Energy 76
  - costs and billing
    - Department of Energy, Division of Consumer Affairs 76
    - State Utility Commissions 65
  - efficiency labeling
    - Conservation and Renewable Energy Inquiry and Referral Service 76
    - Federal Trade Commission 79
  - regulation
    - State Utility Commissions 65
  - renewable and solar
    - Conservation and Renewable Energy Inquiry and Referral Service 76
    - National Appropriate Technology Assistance Service 76
    - Tennessee Valley Authority 80
  - weatherization assistance
    - Office of Conservation and Renewable Energy 76
- Energy, Department of 76
- Environment
  - hazards
    - Asbestos Hotline 79
    - Chemical Emergency Preparedness Program Hotline 79
    - National Pesticides Telecommunications Network 79
    - National Response Center 78
    - Resource Conservation and Recovery Act (RCRA)/Superfund Hotline 79
    - Safe Drinking Water Hotline 79
    - Toxic Substances Control Act Assistance Information Service 79
  - information
    - Environmental Protection Agency, Public Information Center 79
  - program fraud, waste or abuse
    - Environmental Protection Agency, Inspector General's Whistle Blower Hotline 79
- Environmental Protection Agency 79
- Equal employment opportunity
  - Equal Employment Opportunity Commission 79
  - President's Committee on Employment of the Handicapped 80
- Eubie Smart Tips
  - Airline Passenger Tips 44
  - Auto Repairs 38
  - Choosing Long Distance Service 30
  - Contracts 60
  - Counterfeit Products 60
  - Credit Cards 62
  - First Things First 5
  - Health Fraud 41
  - Home Improvements 58
  - Mail Order 64
  - Telephone Solicitations 75
  - Teleshopping 70
  - Used Cars 30
  - Vacation Certificates and Travel Clubs 74
  - Warranties/Guarantees 57
- Exchange services
  - Military Commissary and Exchange Contacts 73
- Explosives
  - Bureau of Alcohol, Tobacco and Firearms 78
- Fabrics. **SEE ALSO** Clothing
  - American Textile Manufacturers Institute 42
  - content labeling
    - Federal Trade Commission 79
- Family records
  - National Archives and Records Administration 80
- Farm programs
  - farm loans
    - Farmers Home Administration 76
  - fraud, waste or abuse
    - Department of Agriculture, Inspector General's Hotline 76
  - information
    - Cooperative Extension Service 76
    - Department of Agriculture, Office of Information 76
- Farmers Home Administration 76
- Federal agencies
  - Federal Information Centers 75
  - Federal TDD Directory 81
  - Selected Federal Agencies 76
- Federal Aviation Administration 78
- Federal Bureau of Investigation 77
- Federal Communications Commission 79
- Federal Deposit Insurance Corporation 79
- Federal Emergency Management Agency 79
- Federal Home Loan Bank Board 79
- Federal Information Centers 75
- Federal Insurance Administration, Federal Emergency Management Agency 79
- Federal Maritime Commission 79
- Federal notices and regulations
  - Federal Register, National Archives and Records Administration 80
- Federal property
  - monuments, parks
    - National Park Service 77
  - surplus sales
    - General Services Administration 79
- Federal Railroad Administration 78
- Federal Register 80
- Federal Reserve System 79
- Federal Student Financial Aid Program 76
- Federal TDD Directory 81
- Federal Trade Commission 79
- Financial aid to students
  - Federal Student Financial Aid Program 76
- Financial Management Service 78
- Fire insurance
  - State Insurance Regulators 63
- Fire prevention
  - indoors
    - Product Safety Hotline 76
  - outdoors
    - U.S. Fire Administration 79
- Firearms
  - Bureau of Alcohol, Tobacco and Firearms 78
- Fireworks
  - Product Safety Hotline 76
  - State and Local Consumer Protection Offices 45
- Fish and seafood
  - fishing
    - U.S. Fish and Wildlife Service 77
  - inspection
    - National Marine Fisheries Service 76
  - management
    - U.S. Fish and Wildlife Service 77
  - nutrition information and recipes
    - National Marine Fisheries Service 76
- Fitness. **SEE** Health
- Flammable fabrics. **SEE** Clothing; Fabric
- Flood insurance
  - Federal Insurance Administration 79
- Food and Drug Administration 77
- Food and nutrition
  - assistance programs
    - Food and Nutrition Service 76
  - fish and seafood
    - National Marine Fisheries Service 76
  - fraud, waste or abuse
    - Department of Agriculture, Inspector General's Hotline 76
  - grading and inspection
    - Agricultural Marketing Service 76
  - packaging, labeling, quality, and safety (except meat and poultry)
    - Food and Drug Administration 77

Food and Nutrition—Continued
Food stamps
Food and Nutrition Service 76
check local telephone directory for public welfare or social services office
meat and poultry labeling, quality, and safety
Food Safety and Inspection Service 76
Meat and Poultry Hotline 76
nutrition labeling
Food and Drug Administration 77
Human Nutrition Information Service 76
school lunch program
check local telephone directory for school board or superintendent of schools
school lunch program standards
Food and Nutrition Service 76
tampering
Federal Bureau of Investigation 77
Food and Drug Administration 77
turkey
Food Safety and Inspection Service 76
National Turkey Federation 44

Food and Nutrition Service 76

Food Safety and Inspection Service 76

Food stamps
Food and Nutrition Service 76
check local telephone directory for public welfare or social services office

Foreign countries
U.S. citizens' problems abroad Overseas Citizen Services 78

Franchises/Business opportunities
Better Business Bureaus 39
Federal Trade Commission 79
State and Local Consumer Protection Offices 45

Fraudulent advertising. **SEE** Advertising

Freight. **SEE** specific forms of transportation (e.g. Railroads)

Fuel economy
standards
National Highway Traffic Safety Administration 78
testing and labeling
Environmental Protection Agency, Public Information Center 79

Funerals
Cemetery Consumer Service Council 43
Department of Memorial Affairs 80
Federal Trade Commission 79
Funeral Service Consumer Action Program (ThanaCAP) 43
Monument Builders of North America 43
State and Local Consumer Protection Offices 45

Furniture
manufacturing defects
Furniture Industry Consumer Action Panel (FICAP) 43
safety
Product Safety Hotline 76

Futures. **SEE** Commodity futures and options

Gardening
Department of Agriculture, Office of Information 76

Gasoline pumps.
SEE Weights and measures

Genealogy
National Archives and Records Administration 80

General Services Administration 79

Government checks
Financial Management Service 78

Government Printing Office 79

Government publications
Consumer Information Center 76
Government Printing Office 79
National Archives and Records Administration, Publications Services 80
Selected Federal Agencies 76

Guarantees. **SEE** Warranties/Guarantees

Handicapped. **SEE** Disabled/Handicapped

Hazardous products
Product Safety Hotline 76

Hazardous substance spills and waste
Chemical Emergency Preparedness Program Hotline 79
National Pesticides Telecommunications Network 79
National Response Center 78
Resource Conservation and Recovery Act (RCRA)/Superfund Hotline 79
Safe Drinking Water Hotline 79
Toxic Substances Control Act Assistance Information Service 79

Health
AIDS Hotline 77
ambulances. **SEE** Ambulances
Cancer Hotline 77
discrimination in services
Department of Health and Human Services, Office for Civil Rights 77
doctors. **SEE** Health care professionals
elderly. **SEE** Aging
employee benefits
Pension and Welfare Benefits Administration 78
exercise and fitness
National Health Information Center 77
President's Council on Physical Fitness and Sports 77
fraud
Eubie Smart Tip 41
Federal Trade Commission 79
Food and Drug Administration 77
State and Local Consumer Protection Offices 45
health maintenance organizations (HMOs)
Office of Prepaid Health Care 77
health spas
Federal Trade Commission 79
State and Local Consumer Protection Offices 45
hospital care for the indigent
Hill-Burton Free Hospital Care Hotline 77
hospital certification
Health Standards and Quality Bureau 77
information
National Health Information Center 77
insurance disputes
State Insurance Regulators 63

Health—Continued
job health and safety
Occupational Safety and Health Administration 78
medical devices
Food and Drug Administration 77
medical records
State and Local Consumer Protection Offices 45
Medicare/Medicaid
Health Care Financing Administration 77
Social Security Administration 77
medicine (prescription and over-the-counter)
Food and Drug Administration 77
patient education
Food and Drug Administration 77
preferred provider organizations (PPOs)
Office of Prepaid Health Care 77
prescription drugs
Food and Drug Administration 77
rare diseases
National Health Information Center 77
services for the disabled
Federal TDD Directory 81
State Vocational and Rehabilitation Agencies 67
surgery
Second Surgical Opinion Program 77
veterans
Veterans' Administration, Department of Medicine and Surgery 80

Health and Human Services, Department of 77

Health Care Financing Administration 77

Health care professionals (doctors, dentists, nurses, technicians, therapists)
Occupational and Professional Licensing Boards 5
State and Local Consumer Protection Offices 45

Health insurance. **SEE** Insurance

Hearing aids
Federal Trade Commission 79
Food and Drug Administration 77
State and Local Consumer Protection Offices 45

Hearing impairment.
SEE ALSO Disabled/Handicapped; Hearing aids
Better Hearing Institute 42
Federal TDD Directory 81
Hearing Industries Association 43

Heating fuel
information
Department of Energy 76
safety
Product Safety Hotline 76

Hill-Burton Free Hospital Care Hotline 77

Historic sites (national)
National Park Service 77

Historical documents
National Archives and Records Administration 80

Home builders
National Association of Home Builders 44

Home equity loans. **SEE ALSO** Banks
  Federal Home Loan Bank Board 79
  Office of Fair Housing and Equal Opportunity 77

Home improvement loans. **SEE ALSO** Banks
  discrimination
    Office of Fair Housing and Equal Opportunity 77
  insurance
    Title I Insurance Division 77

Home improvements/remodeling
  Eubie Smart Tip 58
  National Association of Home Builders 44
  State and Local Consumer Protection Offices 45

Home mortgages. **SEE ALSO** Banks
  discrimination
    Office of Fair Housing and Equal Opportunity 77
    Federal Home Loan Bank Board 79
  FHA Mortgages
    Office of Single Family Housing 77
  insurance
    Office of Single Family Housing 77
    Home Owners Warranty Program 43
    Insurance Information Institute 43
    State Insurance Regulators 63

Home study
  Department of Education, Consumer Affairs Staff 76
  National Home Study Council 44
  State and Local Consumer Protection Offices 45

Homeowners insurance
  Home Owners Warranty Program 43
  Insurance Information Institute 43
  State Insurance Regulators 63

Hospitals
  certification
    Health Standards and Quality Bureau 77
  discrimination
    Department of Health and Human Services, Office for Civil Rights 77

Hotels and motels
  American Hotel and Motel Association 42

Hotlines (federal)
  AIDS Hotline 77
  Asbestos Hotline 79
  Auto Safety Hotline 78
  Boating Safety Hotline 78
  Cancer Hotline 77
  Chemical Emergency Preparedness Program Hotline 79
  Counterfeit Goods Hotline 78
  Inspector General's Hotlines. **SEE** Inspector General's Hotlines
  Meat and Poultry Hotline 76
  Narcotics/Drug Smuggling Hotline 78
  National Clearinghouse on Bilingual Education Hotline 76
  Product Safety Hotline 76
  Resource Conservation and Recovery Act (RCRA)/Superfund Hotline 79
  Safe Drinking Water Hotline 79

Housing. **SEE ALSO** Home equity loans; Home improvement loans; Home improvements; Home mortgages

Housing—Continued
  discrimination
    Office of Fair Housing and Equal Opportunity 77
  manufactured and mobile homes
    Manufactured Housing and Construction Standards Division 77
  rehabilitation loans
    Office of Urban Rehabilitation 77

Housing and Urban Development, Department of 77

Housing loans. **SEE** Home mortgages

How to be a Smart Consumer 1

How to Get the Most for Your Money and Avoid Purchasing Problems 1

How to Handle Your Own Complaint 2

Human Nutrition Information Service 76

Humane societies
  check local telephone directory for nearest location
    State and Local Consumer Protection Offices 45

Hunting
    National Park Service 77
    U.S. Fish and Wildlife Service 77

Immigration and Naturalization Service 77

Immunizations
  foreign travel
    Overseas Citizen Services 78
  safety
    Food and Drug Administration 77
  students
    check local telephone directory for school board or superintendent of schools

Imported goods. **SEE ALSO** specific goods (i.e., Automobiles)
  counterfeit
    Eubie Smart Tip 80
    U.S. Customs Service 78
  other
    Federal Trade Commission 79

Indians
  Bureau of Indian Affairs 77

Indigent hospital care
  Hill-Burton Free Hospital Care Hotline 77

Indoor air quality
  Environmental Protection Agency Public Information Center 79

In-home sales. **SEE** Direct selling

Inspector General's Hotlines (federal agencies)
  Department of Agriculture 76
  Environmental Protection Agency, Whistle Blower Hotline 79
  Department of Health and Human Services 77

Insurance
  automobile. **SEE** Automobiles
  business
    Insurance Information Institute 43
  dispute resolution
    American Arbitration Association 42
    BBB National Consumer Arbitration Program 42

Insurance—Continued
    State Insurance Regulators 63
  flood
    Federal Emergency Management Agency 79
  health and life
    American Council of Life Insurance/Health Insurance Association of America 42
    State and Local Consumer Protection Offices 45
    State Insurance Regulators 63
  loan
    Title I Insurance Division 77
  mortgage
    Home Owners Warranty Program 43
    Insurance Information Institute 43
    Office of Single Family Housing 77
    State Insurance Regulators 63
  property and casualty
    Insurance Information Institute 43
    State Insurance Regulators 63
  unemployment
    Employment and Training Administration 78
  veterans' life insurance
    Department of Veterans Benefits 80

Interference (radio, telephone, and television)
  Federal Communications Commission 79

Interior, Department of the 77

Internal Revenue Service 78

International mail (duty assessment)
  U.S. Customs Service 78

Interstate Commerce Commission 80

Interstate Land Sales Registration 77

Investments. **SEE ALSO** Commodity futures and options; Securities; Stocks and bonds
    Federal Trade Commission 79
    Securities and Exchange Commission 80
    State and Local Consumer Protection Offices 45

Job assistance, Training, Health and Safety. **SEE** Employment; Labor, Department of

Justice, Department of 77

Labeling and packaging. **SEE ALSO** Appliances; Clothing; Cosmetics; Drugs; Energy; Fabrics; Food and nutrition
    Federal Trade Commission 79
    Product Safety Hotline 76

Labor, Department of 78

Labor unions
  constitutions and by-laws, elections, and financial reports
    Office of Labor-Management Standards 78
  labor-management programs
    Bureau of Labor-Management Relations and Cooperative Programs 78
  member rights
    Office of Labor-Management Standards 78

Land sales (interstate)
  Interstate Land Sales Registration 77

Lawns
  Cooperative Extension Service 76

- Lawyers
  - Major Sources of Help, Private Lawyers **6**
  - check with your State and Local Consumer Protection Office for additional contacts
- Leasing
  - Federal Trade Commission **79**
- Legal aid/services
  - Legal Aid and Legal Services **6**
  - check with your State and Local Consumer Protection Office for additional contacts
- Licensing boards
  - (occupational and professional)
  - Occupational and Professional Licensing Boards **5**
  - State and Local Consumer Protection Offices **45**
- Life insurance. **SEE** Insurance
- Limited partnerships
  - Securities and Exchange Commission **80**
- Liquor. **SEE** Alcoholic beverages
- Loans. **SEE ALSO** Banks; Credit; Home equity loans; Home improvement loans; Home mortgages
  - discrimination
    - Comptroller of the Currency **78**
    - Federal Deposit Insurance Corporation **79**
    - Federal Home Loan Bank Board **79**
    - Federal Reserve System **79**
    - Office of Fair Housing and Equal Opportunity **77**
  - farm
    - Farmers Home Administration **76**
  - FHA mortgages
    - Office of Single Family Housing **77**
  - FmHA insured
    - Farmers Home Administration **76**
  - insurance. **SEE** Insurance
  - neighborhood commercial property investment
    - Office of Urban Rehabilitation **77**
  - settlement costs
    - Office of Single Family Housing **77**
  - small business
    - Small Business Administration **80**
- Long-term health care. **SEE ALSO** Aging; Health; Nursing homes
  - American Health Care Association **42**
- Magazine subscriptions
  - Magazine Publishers Association **43**
  - Publishers Clearing House **24**
  - State and Local Consumer Protection Offices **45**
  - Subscription Research Section **80**
- Mail fraud and misrepresentation
  - U.S. Postal Service **80**
- Mail order. **SEE** Direct marketing
- Mail service. **SEE ALSO** Post offices/Postal service; U.S. Postal Service
  - mail preference service (adding or removing names from mailing lists)
    - Direct Marketing Association **43**
- Major Sources of Help **4**
- Manufactured Housing and Construction Standards Division **77**
- Maps
  - U.S. Geological Survey **77**
- Mass Media Bureau **79**
- Mass transit
  - State and Local Consumer Protection Offices **45**
- Measurements. **SEE** Weights and Measures
- Meat and poultry. **SEE** Food and nutrition
- Meat and Poultry Hotline **76**
- Medals (national)
  - U.S. Mint **78**
- Medicaid
  - complaints
    - Social Security Administration **77**
  - discrimination
    - Health Care Financing Administration **77**
  - fraud
    - Department of Health and Human Services, Inspector General's Hotline **77**
  - hospital and nursing home certification
    - Health Standards and Quality Bureau **77**
  - policy information
    - Health Care Financing Administration **77**
- Medical care. **SEE** Ambulances; Health; Health care professionals
- Medical devices
  - Food and Drug Administration **77**
- Medical doctors. **SEE** Health care professionals
- Medical records
  - State and Local Consumer Protection Offices **45**
- Medicare
  - complaints, general
    - Social Security Administration **77**
  - discrimination
    - Health Care Financing Administration **77**
  - eligible PPOs
    - Office of Prepaid Health Care **77**
  - fraud
    - Office of Prepaid Health Care **77**
  - hospital and nursing home certification
    - Health Standards and Quality Bureau **77**
  - policy information
    - Health Care Financing Administration **77**
- Medicines. **SEE** Drugs; Health
- Medigap
  - American Council of Life Insurance/Health Insurance Association of America **42**
  - Health Care Financing Administration **77**
  - State and Local Consumer Protection Offices **45**
- Metric system
  - Office of Metric Programs **76**
- Military services. **SEE ALSO** Veterans
  - Military Commissary and Exchange Contacts **73**
- Mine safety
  - Department of the Interior, Consumer Affairs Administrator **77**
  - Mine Safety and Health Administration **78**
- Mine Safety and Health Administration **78**
- Minerals
  - Department of the Interior, Consumer Affairs Administrator **77**
- Minimum wage
  - Employment Standards Administration **78**
- Mobile homes
  - Manufactured Housing and Construction Standards Division **77**
- Money-back guarantees. **SEE** Warranties/Guarantees
- Money market funds. **SEE** Investments
- Monuments
  - cemetery
    - Monument Builders of North America **43**
  - national
    - National Park Service **77**
- Mortgages. **SEE** Home mortgages
- Motels. **SEE** Hotels and motels
- Motor vehicles. **SEE** Automobiles
- Moving and storage companies
  - interstate (between states)
    - Interstate Commerce Commission **80**
    - State and Local Consumer Protection Offices **45**
  - intrastate (inside the state)
    - State Utility Commission **65**
    - State and Local Consumer Protection Offices **45**
- Mutual funds. **SEE** Investments; Stocks and bonds
- Narcotics. **SEE** Drugs
- Narcotics/Drug Smuggling Hotline **78**
- National Archives and Records Administration **80**
- National Bureau of Standards **76**
- National Center on Child Abuse and Neglect **77**
- National Clearinghouse on Bilingual Education Hotline **76**
- National Credit Union Administration **80**
- National Health Information Center **77**
- National Highway Traffic Safety Administration **78**
- National Labor Relations Board **80**
- National Marine Fisheries Service **76**
- National Park Service **77**
- National Pesticides Telecommunications Network **79**
- National Runaway Switchboard **77**
- National Weather Service **76**
- Natural resources. **SEE** Resource conservation; specific resources
- Naturalization
  - Immigration and Naturalization Service **77**
- Noise level standards for aircraft. **SEE** Aircraft
- Nuclear Regulatory Commission **80**

- Nursing homes
  - American Health Care Association **42**
  - certification
    - Health Care Financing Administration **77**
    - Health Standards and Quality Bureau **77**
  - discrimination
    - Department of Health and Human Services, Office for Civil Rights **77**
  - information
    - American Health Care Association **42**
    - State and Local Consumer Protection Offices **45**
    - Veterans' Administration **80**
- Nutrition. **SEE** Food and nutrition
- Occupational and professional licensing boards
  - Major Sources of Help **4**
  - State and Local Consumer Protection Offices **45**
- Occupational Safety and Health Administration **78**
- Ocean freight
  - Federal Maritime Commission **79**
- Odometer tampering and fraud. **SEE** Automobiles
- Office for Civil Rights, Department of Health and Human Services **77**
- Office of Child Support Enforcement **77**
- Office of Consumer Affairs, Department of Commerce **76**
- Office of Disaster Assistance Programs **79**
- Office of Fair Housing and Equal Opportunity **77**
- Office of Informal Inquiries and Complaints, Federal Maritime Commission **79**
- Office of Information, Department of Agriculture **76**
- Office of Intergovernmental and Consumer Affairs, Department of Transportation **78**
- Office of Labor-Management Standards **78**
- Office of Metric Programs **76**
- Office of Prepaid Health Care **77**
- Office of Public Affairs, Department of Education **76**
- Office of Public Affairs, Environmental Protection Agency **79**
- Office of Public Affairs, Veterans Administration **80**
- Office of Scientific and Technical Information, Department of Energy **76**
- Office of Single Family Housing **77**
- Office of the Assistant Secretary for Veterans' Employment and Training **78**
- Office of the Consumer Advisor, Department of Agriculture **76**
- Office of Urban Rehabilitation **77**
- Oil resources
  - Department of Energy **76**
  - Department of the Interior **77**
- Oil spills
  - National Response Center **78**
- Overseas Citizen Services **78**
- Overtime pay
  - Employment Standards Administration **78**
- Package tours. **SEE** Travel; Tours and tour packages; Vacation packages
- Parks (national)
  - National Park Service **77**
- Passport Services **78**
- Patent and Trademark Office **76**
- Pension and Welfare Benefits Administration **78**
- Pension Benefit Guaranty Corporation **80**
- Pension insurance
  - Pension Benefit Guaranty Corporation **80**
- Pension plans
  - Pension and Welfare Benefits Administration **78**
  - Pension Benefit Guaranty Corporation **80**
- Personnel consultants. **SEE** Employment agencies
- Pesticides
  - National Pesticides Telecommunications Network **79**
- Pets. **SEE** Animal care and veterinary services
- Pharmaceuticals. **SEE** Drugs
- Pharmacies
  - State and Local Consumer Protection Offices **45**
- Photo finishing. **SEE** Cameras and Photographic equipment
- Physical fitness. **SEE** Health
- Physical handicaps. **SEE** Disabled/Handicapped
- Physicians. **SEE** Health care professionals
- Poisoning
  - National Pesticides Telecommunications Network **79**
- Political advertising
  - Federal Communications Commission **79**
- Pollution
  - Environmental Protection Agency **79**
- Post offices/Postal service
  - closing appeals
    - Postal Rate Commission **80**
  - complaints (including mail fraud)
    - U.S. Postal Service **80**
  - postal rates
    - Postal Rate Commission **80**
- Poultry. **SEE** Food and nutrition
- Power plants
  - electric
    - Edison Electric Institute **43**
    - State Utility Commissions **65**
  - nuclear
    - Nuclear Regulatory Commission **80**
    - State Utility Commissions **65**
- President's Committee on Employment of the Handicapped **80**
- President's Council on Physical Fitness and Sports **77**
- Private schools
  - check with your State and Local Consumer Protection Office for contacts
- Product quality
  - Department of Commerce, Office of Consumer Affairs **76**
- Product safety. **SEE ALSO** Safety
  - Product Safety Hotline **76**
- Public Information Center, Environmental Protection Agency **79**
- Public lands
  - Bureau of Land Management **77**
- Public schools
  - check local telephone directory for local school board or superintendent of schools
- Public transportation
  - check with your State and Local Consumer Protection Offices for contacts
- Publications Services, National Archives and Records Administration **80**
- Publications Service Section, Government Printing Office **79**
- Pyramid schemes
  - Federal Trade Commission **79**
  - State and Local Consumer Protection Offices **45**
- Quarantine of animals. **SEE** Animals
- Radio (citizen and amateur)
  - Federal Communications Commission **79**
- Radio/Television broadcasting. **SEE** Broadcasting; Interference; Political advertising; Radio; Television
- Radioactive materials
  - Nuclear Regulatory Commission **80**
- Radiological products
  - Food and Drug Administration **77**
- Railroad Retirement Board **80**
- Railroads
  - employee benefits
    - Railroad Retirement Board **80**
  - hazardous freight and cargo/safety
    - Federal Railroad Administration **78**
  - rates, service, and claims
    - Interstate Commerce Commission **80**
- Real estate
  - interstate
    - Interstate Land Sales **77**
  - practices and settlement procedures
    - Office of Single Family Housing **77**
    - State and Local Consumer Protection Offices **45**
- Recalls. **SEE** Automobiles, Boating
  - other consumer products
    - Product Safety Hotline **76**

- Rehabilitation
  - urban housing
    - Office of Urban Rehabilitation 77
  - vocational
    - Federal TDD Directory 81
    - State Vocational and Rehabilitation Agencies 67
- Remodeling. SEE Home improvements
- Renewable energy. SEE Energy
- Rent control
  - check with your State and Local Consumer Protection Office for contacts
- Repairs and repair facilities
  - automobiles. SEE Automobiles
  - other products
    - State and Local Consumer Protection Offices 45
- Resorts. SEE ALSO Hotels and motels; Travel; Vacation resort timesharing
    - American Hotel and Motel Association 42
    - Eubie Smart Tip 74
- Resource conservation
  - Department of Energy 76
  - Department of the Interior, Consumer Affairs Administrator 77
  - Environmental Protection Agency 79
  - Tennessee Valley Authority 80
- Resource Conservation and Recovery Act (RCRA)/Superfund Hotline 79
- Retirement benefits/plans. SEE ALSO Pension plans
    - Social Security Administration 77
- Rugs
  - Carpet and Rug Institute 42
  - flammability standards
    - Product Safety Hotline 76
- Runaway children
  - National Runaway Switchboard 77
- Safe Drinking Water Hotline 79
- Safety. SEE ALSO Aircraft; Appliances; Automobiles; Boating; Drugs; Food and Nutrition; Toy; Traffic
  - other consumer products
    - Product Safety Hotline 76
- Sale advertisements and flyers
  - Federal Trade Commission 79
  - State and Local Consumer Protection Offices 45
- Sample Complaint Letter 3
- Savings and loan institutions (S&Ls)
  - Federal Home Loan Bank Board 79
- Savings Bonds
  - Bureau of the Public Debt 78
  - U.S. Savings Bond Division 79
- School lunch programs
  - check local telephone directory for school board or superintendent of schools
- School lunch program standards
  - Food and Nutrition Service 76
- Schools. SEE Education; Private schools; Public schools
- Seafood. SEE Fish and seafood; Food and nutrition
- Second Surgical Opinion Program 77
- Securities
  - dispute resolution
    - National Association of Securities Dealers, Inc. 44
  - information/regulation
    - Securities and Exchange Commission 80
- Securities and Exchange Commission 80
- Selected Federal Agencies 76
- Senior citizens. SEE Aging
- Services for the disabled. SEE Disabled/Handicapped
- Single family housing. SEE Housing
- Sleepwear. SEE Clothing
- Small Business Administration 80
- Small Claims Courts 6
- Soap
  - Food and Drug Administration 77
  - The Soap and Detergent Association 44
- Social Security. SEE ALSO Aging
  - benefits
    - Social Security Administration 77
  - fraud
    - Department of Health and Human Services, Inspector General's Hotline 77
- Social Security Administration 77
- Social services. SEE ALSO Aging; Disabled/Handicapped; Health; Welfare
    - State and Local Consumer Protection Offices 45
- Solar energy. SEE Energy
- Speech impairment. SEE Disabled/Handicapped
- Sports. SEE ALSO Health
  - equipment safety
    - Product Safety Hotline 76
    - President's Council on Physical Fitness and Sports 77
- Standard & Poor's Register of Corporations, Directors and Executives 2
- Standards (measurement). SEE ALSO Weights and measures
    - National Bureau of Standards 76
    - State Weights and Measures Offices 71
- State, Department of 78
- State Agencies on Aging 59
- State Banking Authorities 61
- State, County, and City Government Consumer Protection Offices 45
- State Insurance Regulators 63
- State Utility Commissions 65
- State Vocational and Rehabilitation Agencies 67
- State Weights and Measures Offices 71
- Steamship carriers
  - Federal Maritime Commission 79
- Stereo equipment
  - Electronic Industries Association 43
- Stocks and bonds. SEE ALSO Investments
  - dispute resolution
    - National Association of Securities Dealers, Inc. 44
- Stocks and bonds—Continued
  - regulation
    - Securities and Exchange Commission 80
- Student aid
  - Federal Student Financial Aid Program 76
- Subscription Research Section, Government Printing Office 79
- Supermarket scales
    - State Weights and Measures Offices 71
- Supplemental Security Income (SSI)
  - Social Security Administration 77
- Surgery. SEE Health; Health care professionals
- Surplus property sales (Federal)
  - General Services Administration 79
- Survivor benefits
  - Department of Veterans Benefits 80
  - Social Security Administration 77
- Take Pride in America Program
  - Department of the Interior, Consumer Affairs Administrator 77
- Tampering
  - food or drugs
    - Federal Bureau of Investigation 77
    - Food and Drug Administration 77
    - State and Local Consumer Protection Offices 45
  - odometer
    - Auto Safety Hotline 78
    - State and Local Consumer Protection Offices 45
- Taxes
  - federal
    - Internal Revenue Service 78
  - state and local
    - check with your State and Local Consumer Protection Office for contacts
- Telecommunications devices for the deaf
  - Federal TDD Directory 81
- Telegraphs
  - Federal Communications Commission 79
- Telemarketing
  - Federal Trade Commission 79
  - State and Local Consumer Protection Offices 45
- Telephone service
  - local service
    - check local telephone directory for customer assistance
    - State and Local Consumer Protection Offices 45
  - long distance service
    - Federal Communications Commission 79
  - telephone preference service (for merchandise ordered using an "800" number)
    - Direct Marketing Association 43
  - telephone solicitations
    - Eubie Smart Tip 75
- Telephones
  - Electronic Industries Association 43
  - Federal Communications Commission 79

Teleshopping. SEE ALSO Direct marketing
  Eubie Smart Tip 70
  Federal Trade Commission 79
Television
  broadcast regulation (including cable)
    Federal Communications Commission 79
  sets
    Electronic Industries Association 43
  television shopping networks. SEE Teleshopping
Tennessee Valley Authority 80
Textiles. SEE Clothing; Fabrics
Third-party dispute resolution programs
  Trade Associations and Third-Party Dispute Resolution programs 42
Thomas Register 2
Timesharing. SEE Vacation resort timesharing
Tires
  Auto Safety Hotline 78
  National Tire Dealers and Retreaders Association 44
Tobacco products
  Bureau of Alcohol, Tobacco and Firearms 78
Tours and tour packages. SEE ALSO Cruise ships; Travel; specific forms of transportation
  Eubie Smart Trip 74
  Federal Trade Commission 79
  U.S. Tour Operators Association 44
Toxic fumes (indoors)
  Product Safety Hotline 76
Toxic Substances Control Act Assistance Information Service 79
Toy safety
  Product Safety Hotline 76
  Toy Manufacturers of America 44
Trade
  domestic
    Department of Commerce, Office of Consumer Affairs 76
    Federal Trade Commission 79
  international
    Department of Commerce, Office of Consumer Affairs 76
Trade and technical schools. SEE Education
Trade Associations and Third-Party Dispute Resolution Programs 42
Trademarks and patents
  Patent and Trademark Office 76
Traffic safety
  National Highway Traffic Safety Administration 78
Transportation. SEE specific forms of transportation (e.g. Airlines)
Transportation, Department of 78
Travel. SEE ALSO Airlines; Automobiles; Buses; Cruise ships; Railroads; Tours and tour packages; Travel agents; Vacation packages; Vacation resort timesharing
  club promotions and vacation certificates
    Eubie Smart Tip 74
    Federal Trade Commission 79
Travel—Continued
  fraud
    Federal Trade Commission 79
    State and Local Consumer Protection Offices 45
  U.S. citizens' problems abroad
    Overseas Citizen Services 78
Travel agents
  American Society of Travel Agents, Inc. 42
Treasury, Department of the 78
Treasury notes, bills, bonds, and securities
  Bureau of the Public Debt 78
Trust companies
  Federal Reserve System 79
Trucks
  freight
    Interstate Commerce Commission 80
  safety
    National Highway Traffic Safety Administration 78
Unemployment
  Employment and Training Administration 78
Unfair labor practices
  Employment Standards Administration 78
Urban rehabilitation
  Office of Urban Rehabilitation 77
U.S. citizens' problems abroad
  Overseas Citizen Services 78
U.S. Coast Guard, Office of Boating, Public and Consumer Affairs 78
U.S. Customs Service 78
U.S. Fire Administration 79
U.S. Fish and Wildlife Service 77
U.S. Geological Survey 77
U.S. Government departments. SEE ALSO specific department (e.g. Agriculture, Department of)
  Selected Federal Agencies 76
U.S. Mint 78
U.S. Postal Service 80
U.S. Savings Bonds Division 79
U.S. territories
  Department of the Interior, Consumer Affairs Administrator 77
Used cars. SEE Automobiles
Utilities
  State Utility Commissions 65
Vacation packages. SEE ALSO Tours and Tour Packages; Travel
  Eubie Smart Tip 74
  State and Local Consumer Protection Offices 45
Vacation resort timesharing
  Federal Trade Commission 79
  State and Local Consumer Protection Offices 45
Veterans
  benefits
    Department of Veterans Benefits 80
  burial benefits
    Department of Memorial Affairs 80
Veterans—Continued
  disability compensation
    Department of Veterans Benefits 80
  job counseling and training
    Office of the Assistant Secretary for Veterans' Employment and Training 78
  life insurance
    Department of Veterans Benefits 80
  medical care
    Department of Medicine and Surgery 80
  mortgages
    Office of Public Affairs 80
  VA hospitals
    Department of Medicine and Surgery 80
Veterans Administration 80
Video (cameras, cassette recorders and games)
  Electronic Industries Association 43
  State and Local Consumer Protection Offices 45
Visa Services 78
Visual impairment. SEE Disabled/Handicapped
Vocational rehabilitation. SEE ALSO Disabled/Handicapped
  State Vocational and Rehabilitation Agencies 67
Vocational schools
  Federal Trade Commission 79
  National Association of Trade & Technical Schools 44
  State and Local Consumer Protection Offices 45
Wages (garnishment, minimum wage, overtime pay)
  Employment Standards Administration 78
Warranties/Guarantees
  Eubie Smart Tip 57
  Federal Trade Commission 79
  Home Owners Warranty Program 43
  State and Local Consumer Protection Offices 45
Weather
  National Weather Service 76
Weatherization Assistance Inquiries, Office of Conservation and Renewable Energy 76
Weight loss programs
  Cooperative Extension Service 76
  Federal Trade Commission 79
  Food and Drug Administration 77
  State and Local Consumer Protection Offices 45
Weights and measures
  National Bureau of Standards 76
  State Weights and Measures Offices 71
Welfare
  Social Security Administration 77
  State and Local Consumer Protection Offices 45
Wildlife resources and refuges
  U.S. Fish and Wildlife Service 77
Work-at-home schemes
  Federal Trade Commission 79
  State and Local Consumer Protection Offices 45
  U.S. Postal Service 80
Workers' compensation
  Employment Standards Administration 78
Writing a Complaint Letter 2

☆ U.S. GOVERNMENT PRINTING OFFICE: 1987 — 183-602

Acknowledgments

Funding for this publication was made possible through the support of the following Federal departments and agencies:

Consumer Product Safety Commission
Department of Agriculture
Department of Defense
Department of Education
Department of Energy
Department of Health and Human Services
Department of Housing and Urban Development
Department of the Interior
Department of Justice
Department of Labor
Department of Transportation
Federal Communications Commission
Federal Deposit Insurance Corporation
Federal Trade Commission
General Services Administration
National Credit Union Administration
Postal Rate Commission
Small Business Administration
United States Postal Service
Veterans Administration

Special recognition to members of the Consumer Affairs Council for their assistance with this publication and their role as consumer affairs representatives for Federal departments and agencies.

ACTION
Mr. C. Wade Freeman

Administrative Conference of the United States
Mr. Jeffrey Lubbers

Commission on Civil Rights
Mr. Jay Neel

Commodity Futures Trading Commission
The Honorable Fowler C. West

Consumer Product Safety Commission
Mr. Daniel Rumelt

Department of Agriculture
Ms. Ann Collins Chadwick

Department of Commerce
Ms. Jewell F. Duvall

Department of Defense
Ms. Barbara Schoenberger
David J. Armor, Ph.D.

Department of Education
Mr. Brian Lopina

Department of Energy
Ms. Rose Bates

Department of Health and Human Services
Mr. Neil Romano

Department of Housing and Urban Development
Ms. Jayne Gallagher

Department of the Interior
Andrew S. Adams, Ph.D.

Department of Justice
Mr. Stephen R. Colgate

Department of Labor
Mr. Al Cruz

Department of State
Mr. Marshall Adair

Department of Transportation
Mr. Hoyte B. Decker, Jr.

Department of the Treasury
Ms. Dolly Wells

Equal Employment Opportunity Commission
Mr. Johnnie L. Johnson, Jr.

Federal Communications Commission
Ms. Patti Grace Smith

Federal Deposit Insurance Corporation
Ms. Janice M. Smith

Federal Emergency Management Agency
Mr. James P. McNeill

Federal Energy Regulatory Commission
Ms. Rebecca Poe

Federal Home Loan Bank Board
Mr. Jerry Selby

Federal Maritime Commission
Mr. Geoffrey Rogers

Federal Reserve Board
Ms. Ann Marie Bray

Federal Trade Commission
Ms. Irene Vawter

General Services Administration
Ms. Teresa Nasif

International Trade Commission
Mr. Kenneth Mason

Interstate Commerce Commission
Ms. Alice Ramsay

Merit Systems Protection Board
Ms. Ada Kimsey

National Credit Union Administration
Mr. Nicholas Veghts

National Transportation Safety Board
Mr. Allan Pollock

Nuclear Regulatory Commission
Mr. Johnnie Moore

Postal Rate Commission
Ms. Maureen Drummy

Securities and Exchange Commission
Ms. Bonnie M. Westbrook

Small Business Administration
Mr. Paul Pumpian

Tennessee Valley Authority
Ms. Sandra McMahan

United States Postal Service
Ms. Ann McK. Robinson

Veterans Administration
Ms. Rosa Maria Fontanez

The Federal Consumer Affairs Council was established by Presidential Executive Order 12160 in 1979. In 1981, President Reagan appointed Virginia H. Knauer, his Special Adviser for Consumer Affairs, Chairperson of the Council. The Council consists of the consumer affairs directors of some 41 Federal entities, including the executive branch as well as independent regulatory agencies.

Members meet quarterly for policy coordination briefings and discussions of administrative developments and concerns relating to Federal consumer activities. The Council addresses the information needs of Federal consumer affairs specialists through formal training programs.

Additional assistance provided by:

Ms. Margaret Bassford
Department of Transportation

Mr. J. Michael Clark
Department of Justice

Ms. Lorraine Herbert
National Archives and Records Administration

Ms. Melba Meador
Environmental Protection Agency

Linda Mount, Ph.D.
Department of Education

Mr. Olaf Otto
Department of State

's
Store
OPEN
NEW